

FIG. 1

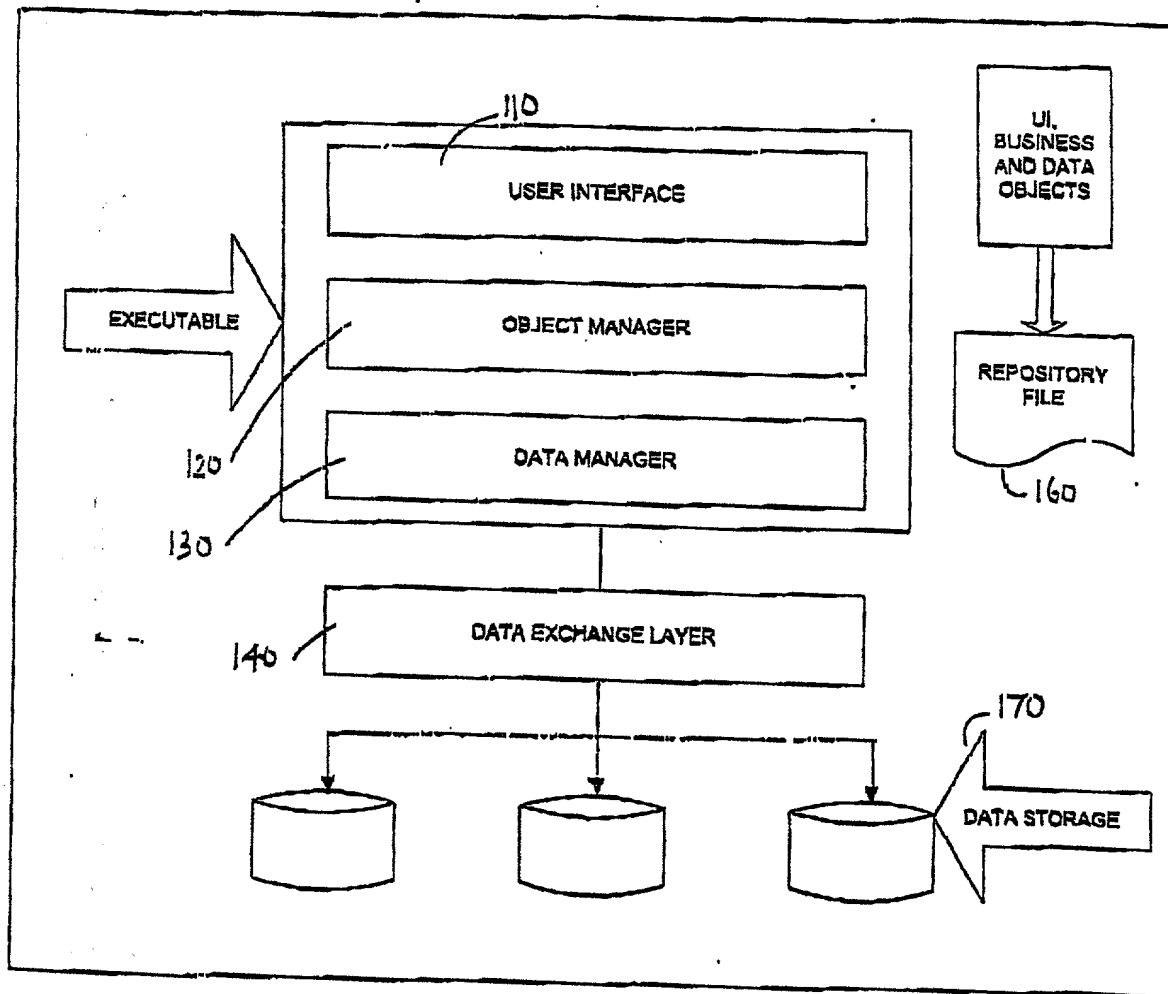


FIG. 1

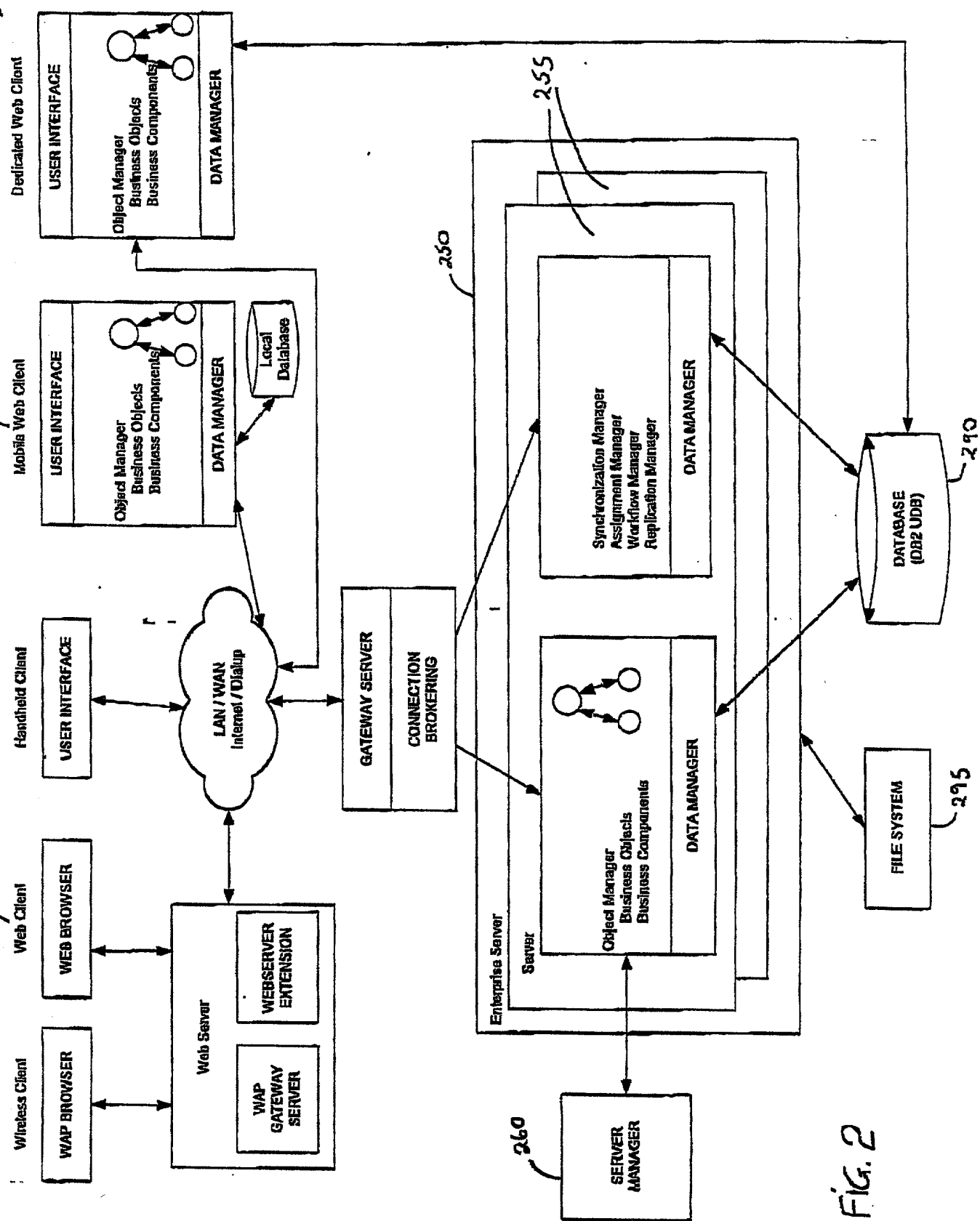


FIG. 2

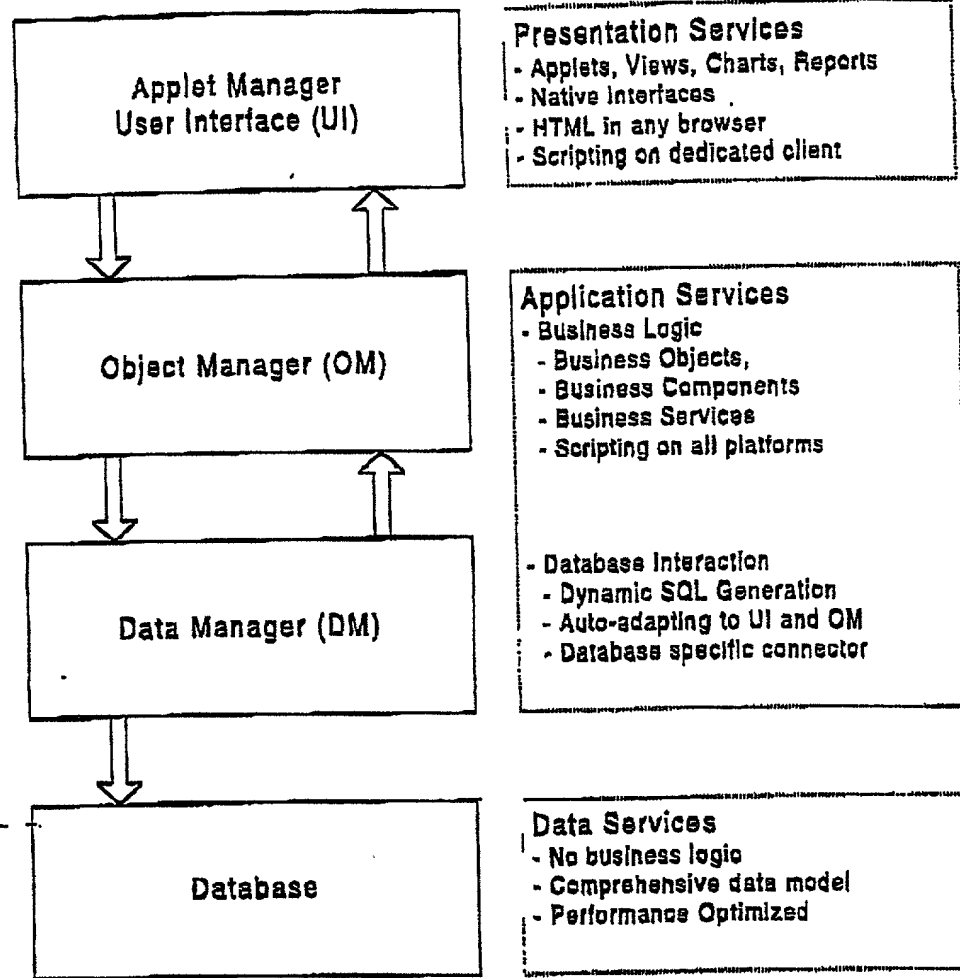


FIG. 3

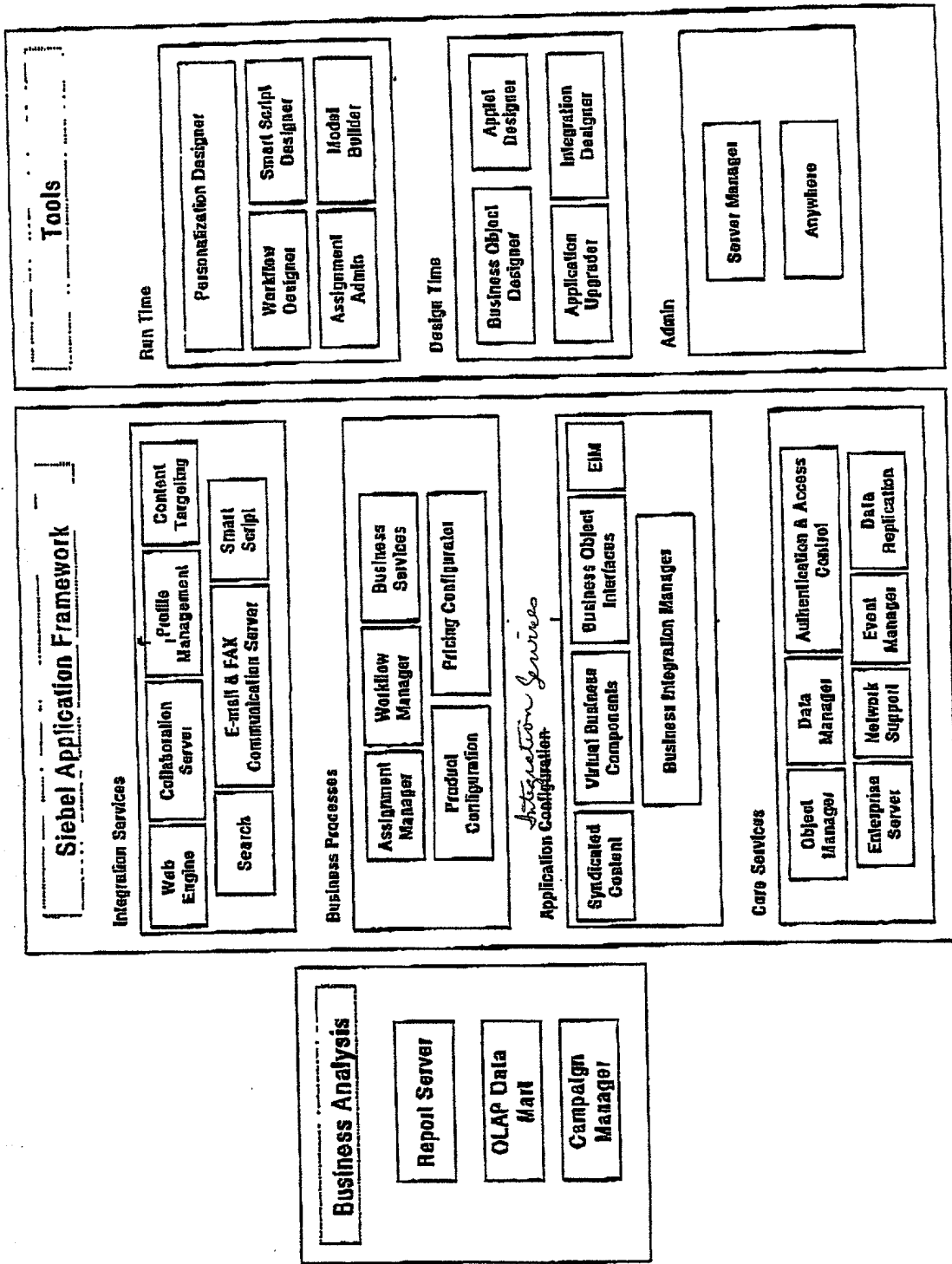


FIG. 4 A

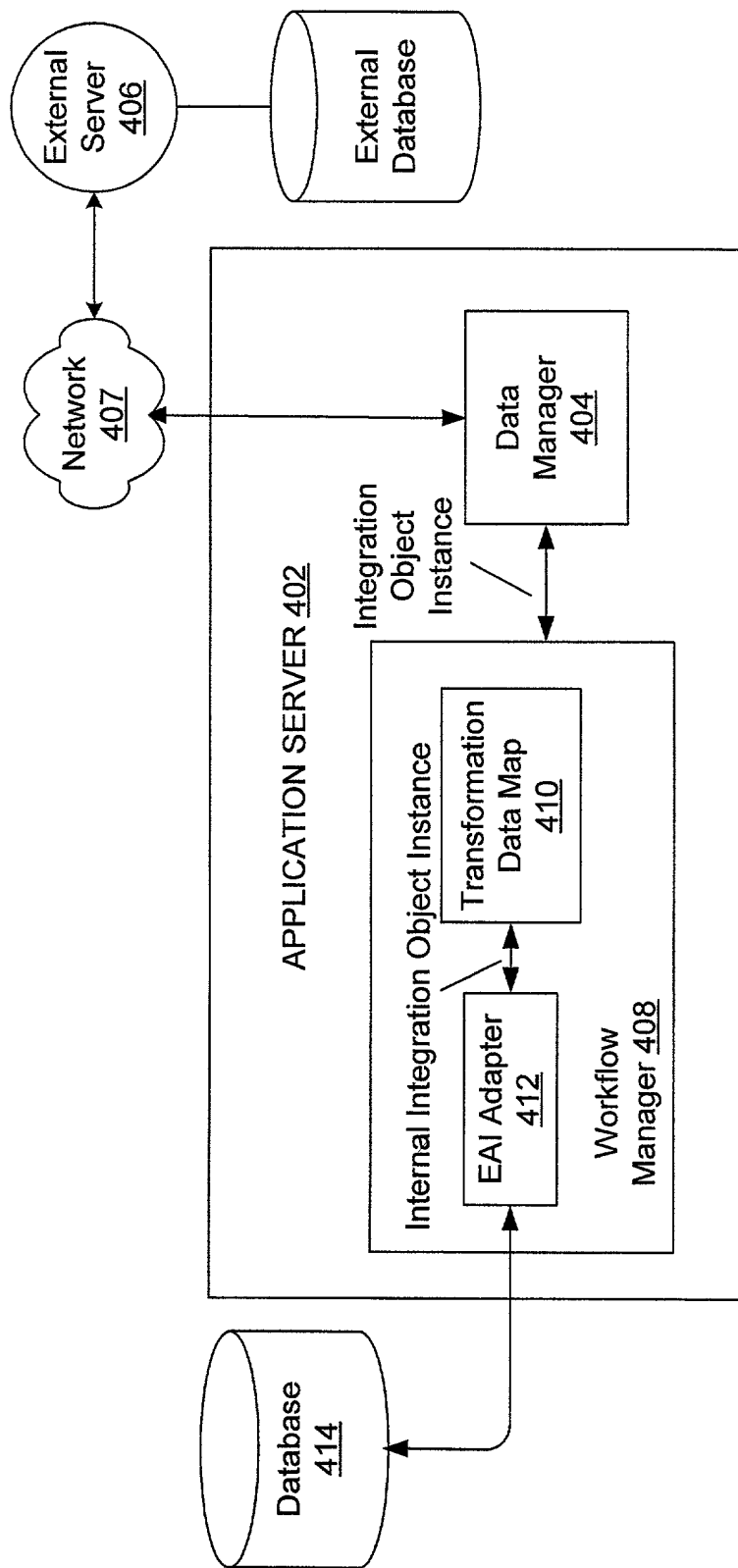


Fig. 4B

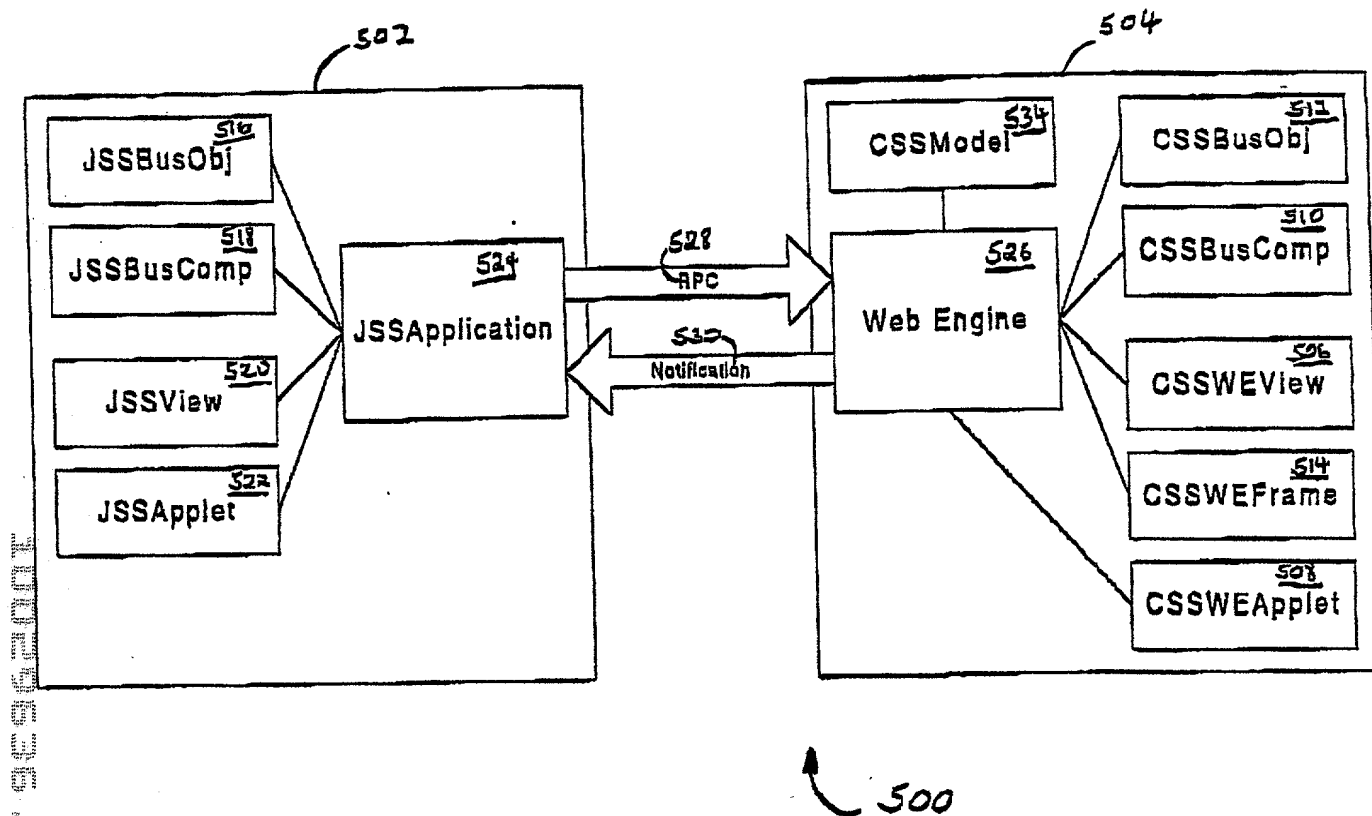


FIG. 5A

FIG. 5B

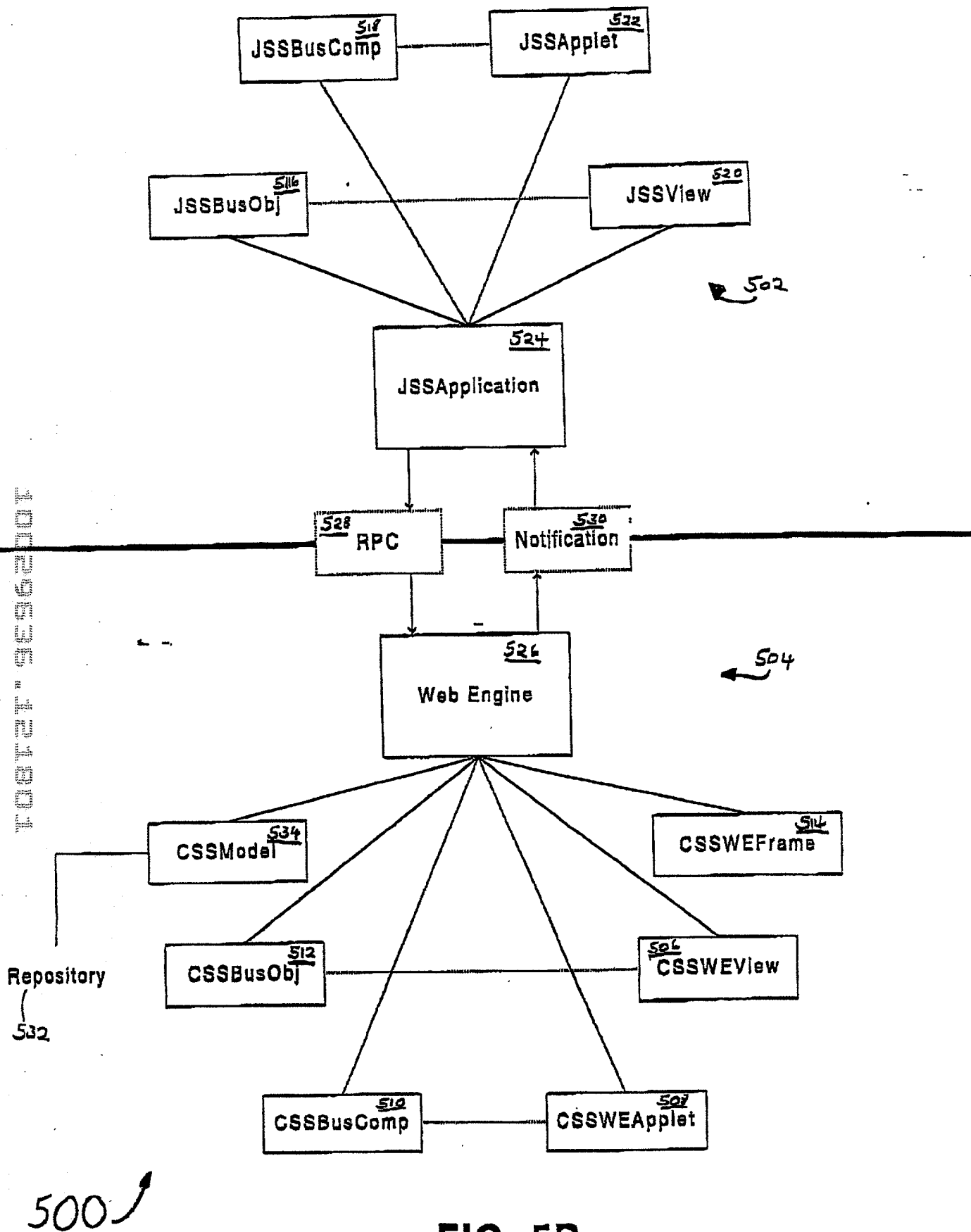


FIG. 5B

10029636 121001

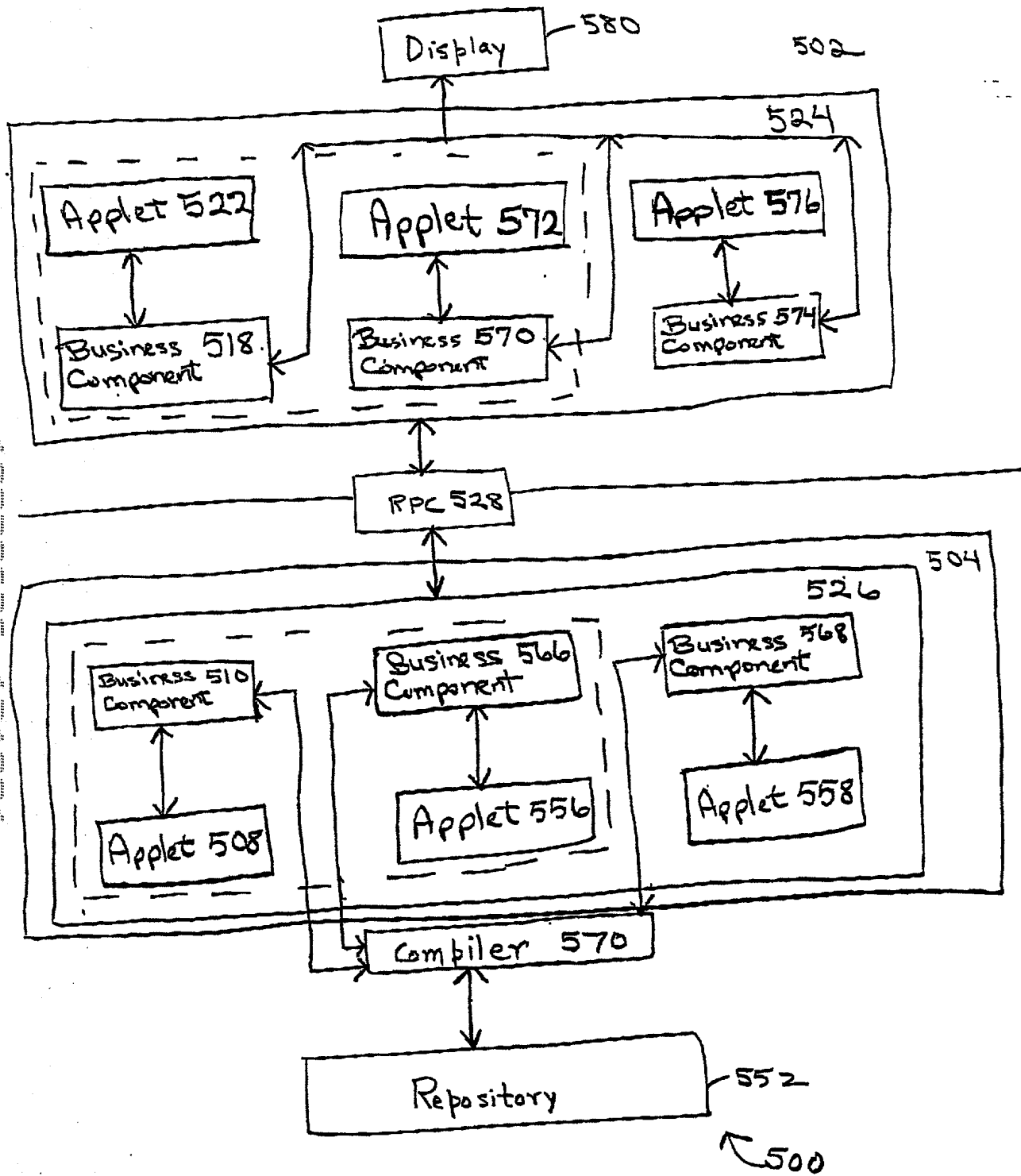


Figure 5C

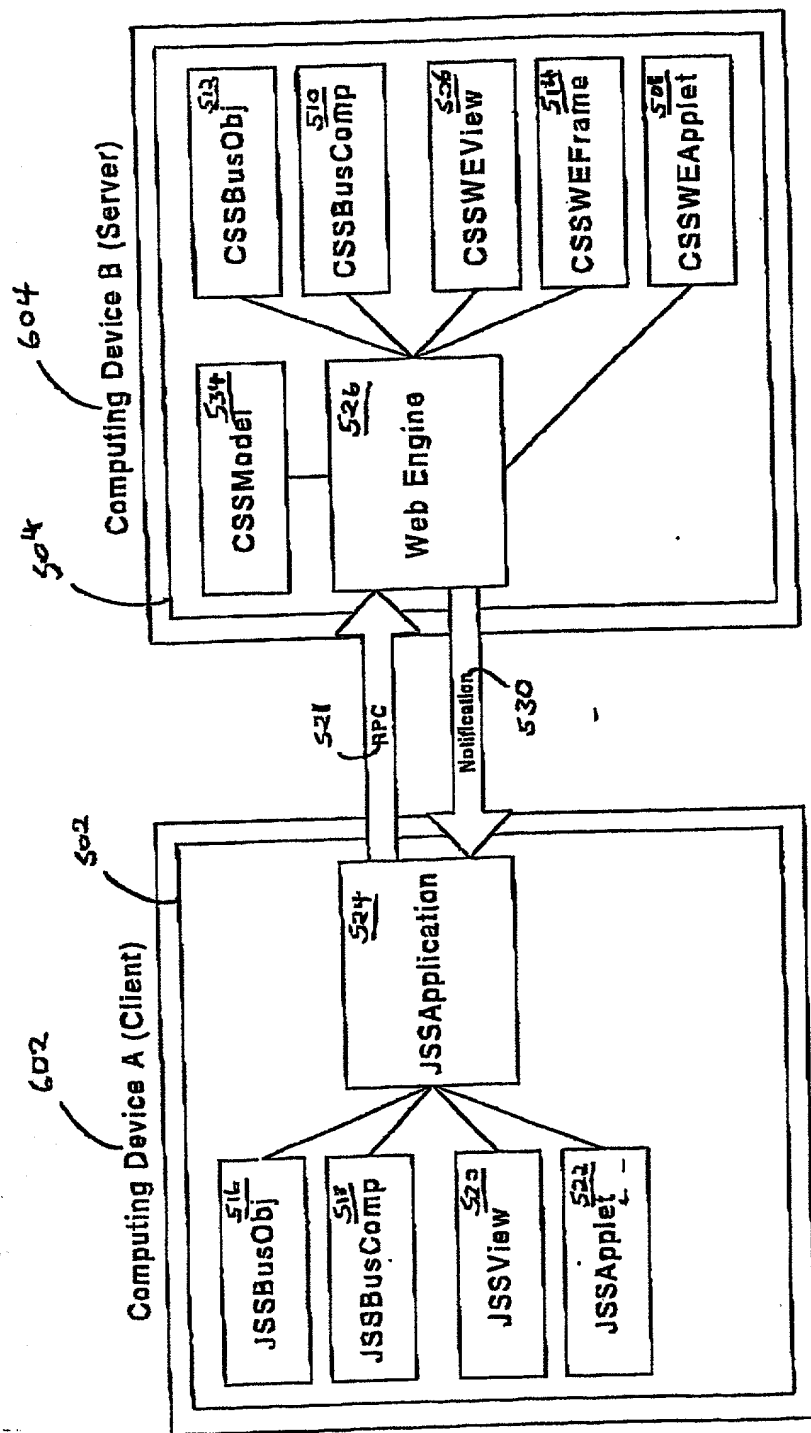


FIG. 6A

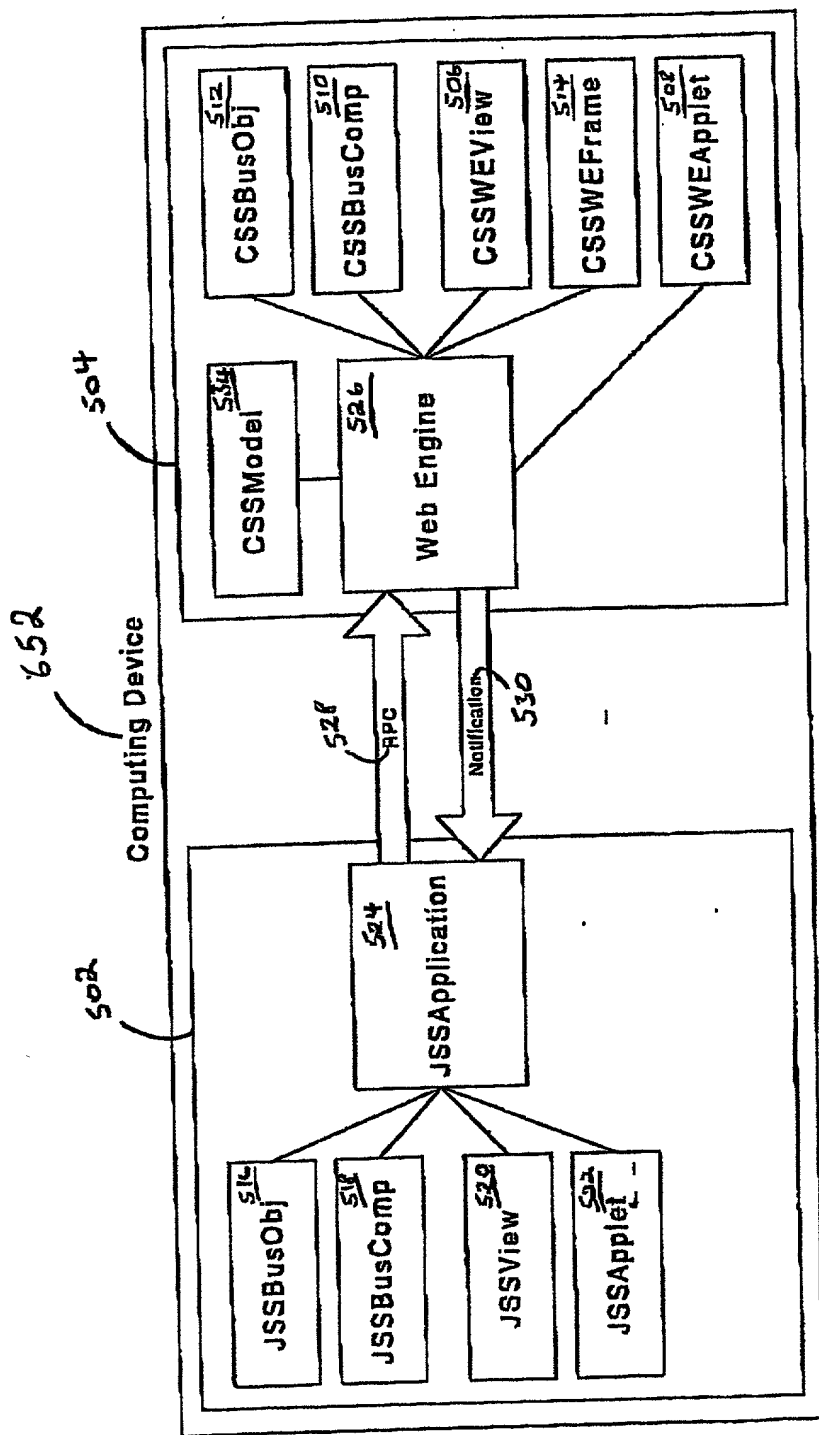


FIG. 6B

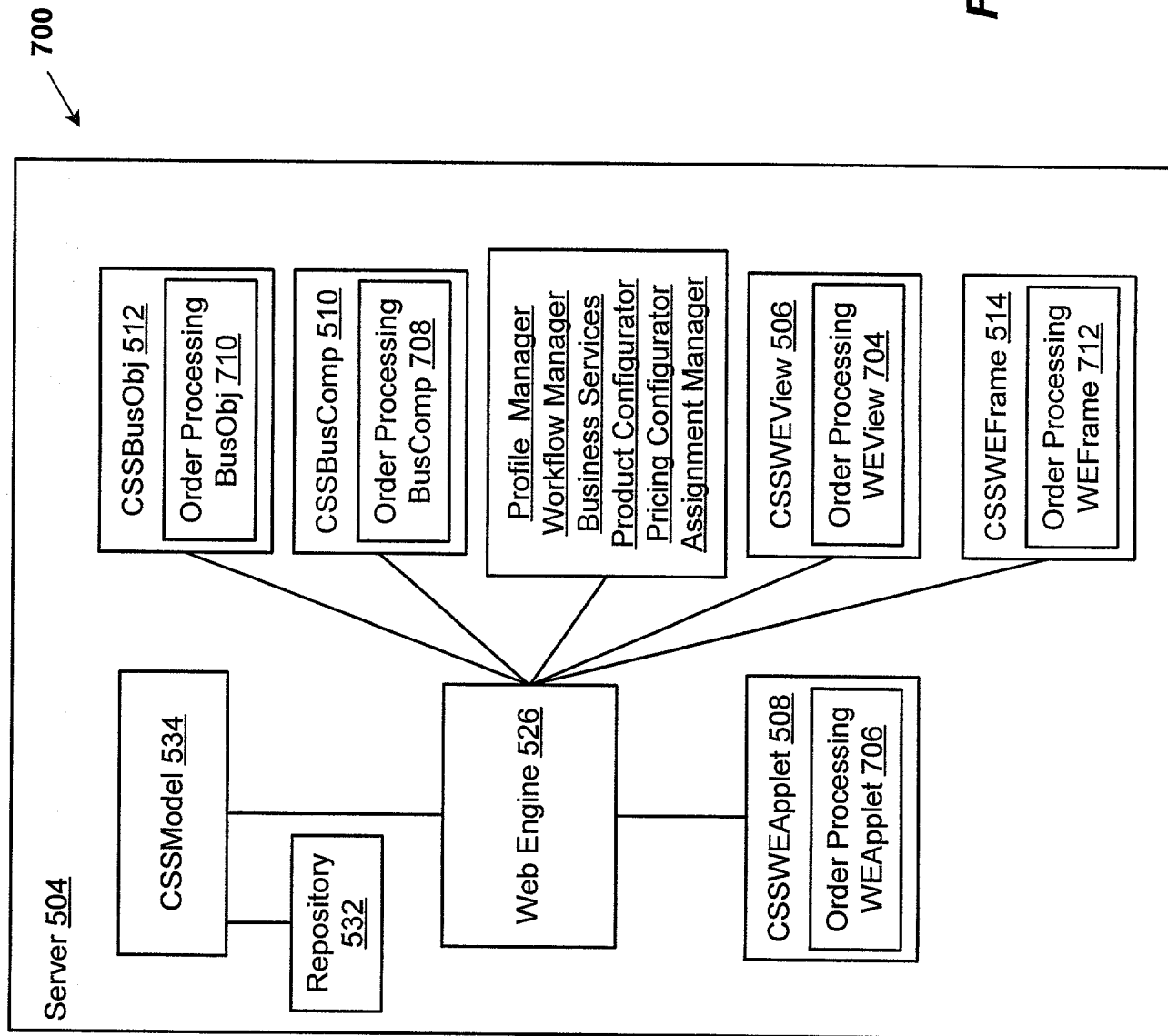


Fig. 7B

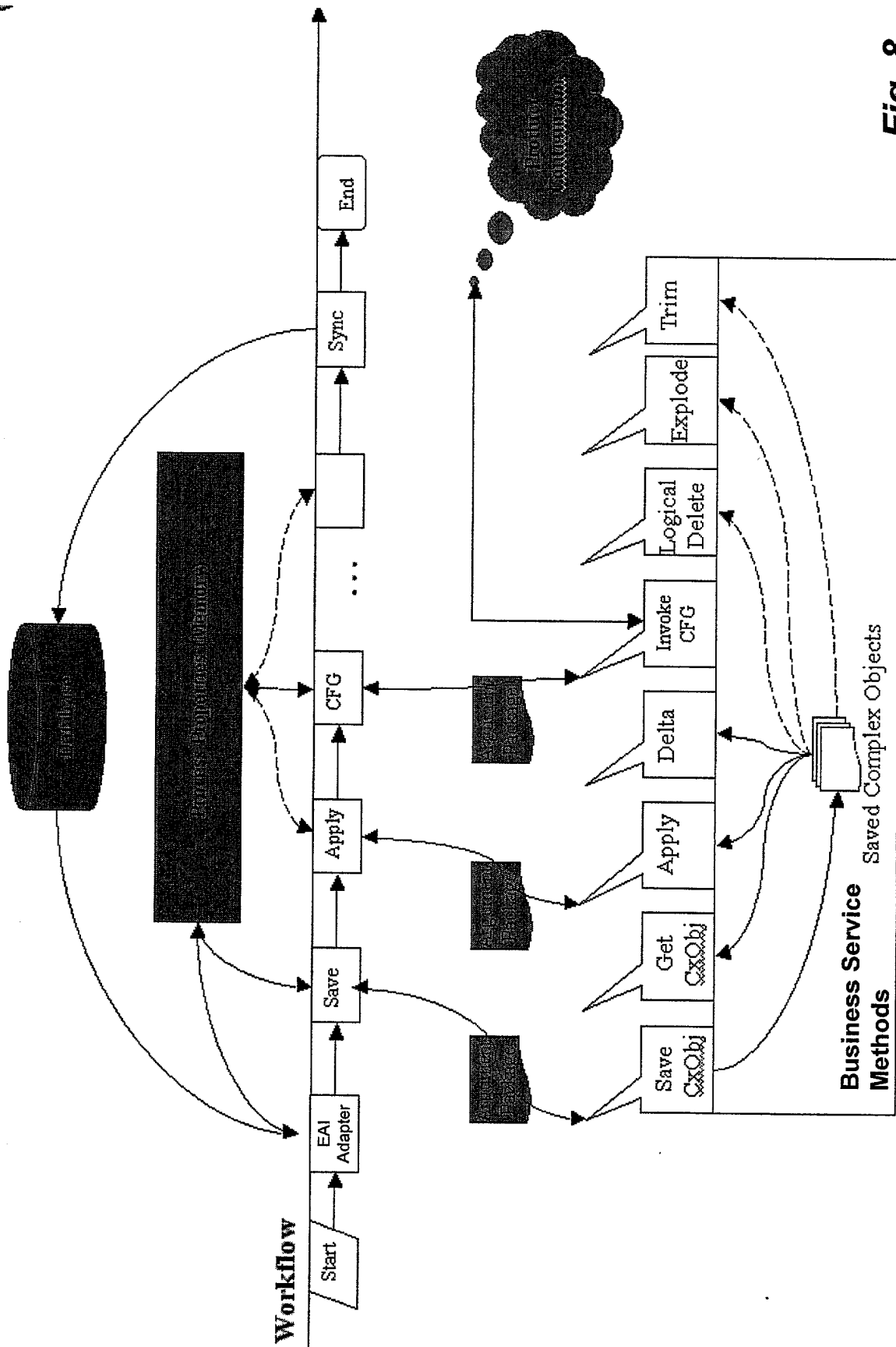


Fig. 8

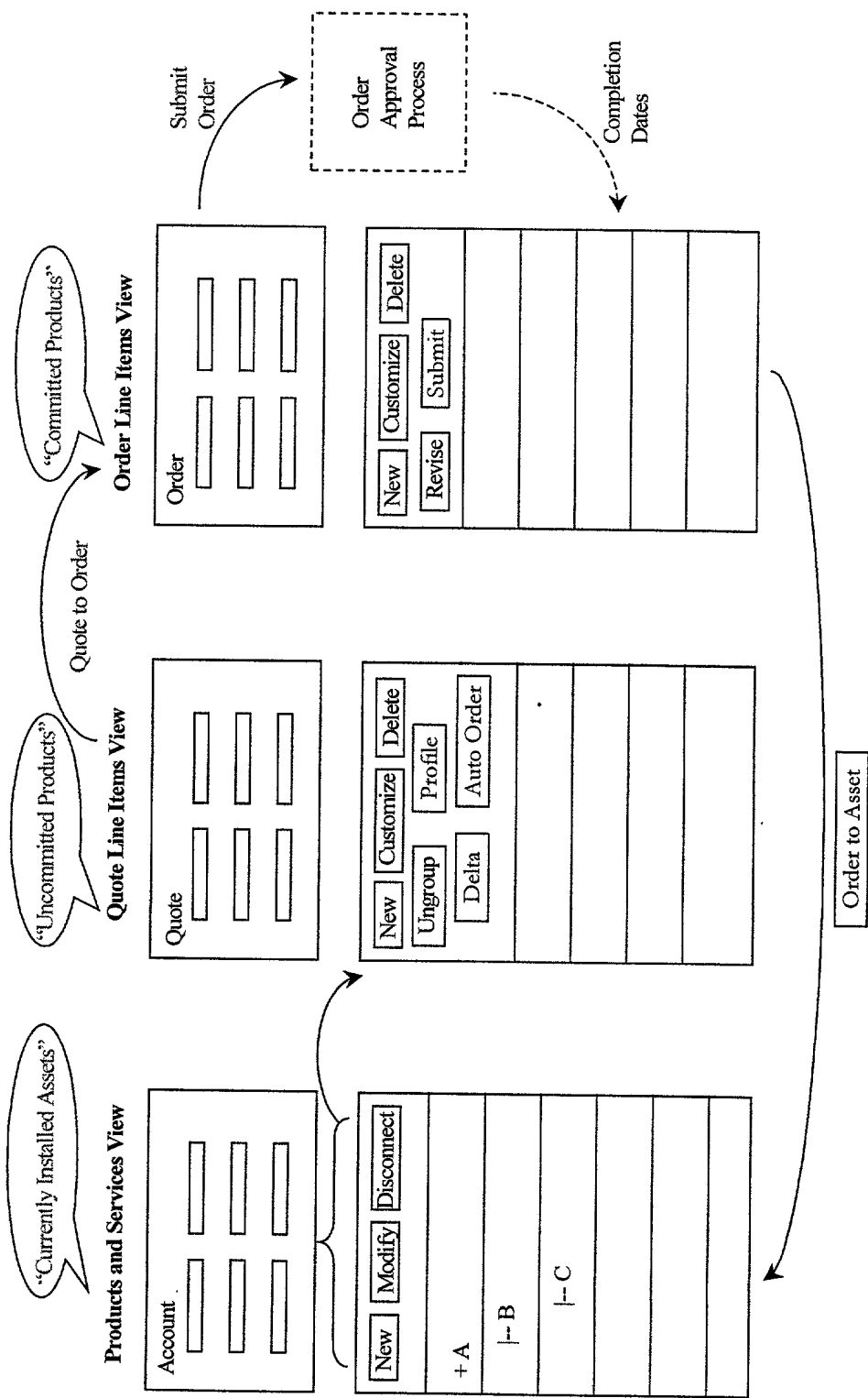


Fig. 9A

File Edit View Help

Home Accounts Premises Work Orders Trouble Tickets Service Requests Fraud Management Credit Management Agreements C...

Show: All Accounts Favorites: * Null Query

Account:

Accounts

New

Name	Site	Parent	Main Phone #	Status	Type	Account Team	Account
ABC Americas East	Move		(908) 456-8900	Active	Distributor	SADMIN	Customer
ABC Mart # 18	Montgomery		(908) 325-6701	Active	Retailer	SADMIN	Customer
<input type="checkbox"/> ABC Mart #17	Princeton	ABC Americas East	(908) 325-6702	Active	Retailer	SADMIN	Customer
ABC Mart #21	Pennington		(908) 325-7801	Active	Retailer	SADMIN	Customer
ABC Mart HQ	HQ		(908) 456-8900	Active	Distributor	SADMIN	Customer
Ace Corporation			(908) 456-8900	Active	Distributor	SADMIN	Customer
Americas Accounts			(908) 456-8900	Active	Distributor	SADMIN	Customer

More Info Account Affiliations Account Catalogs Account D&E Reports Account Team Activities Activity Plans Address Profile Address

3 of 7

*Name: ABC Mart #17

Address Line 1: 1200 University Avenue

City:

Zip:

Site: Princeton

Address Line 2:

State:

Country:

Synonyms:

Status: Active

Industry:

Account Team: SADMIN

*Account Type: Retailer

Main Phone #: (908) 325-6702

Main Fax #: (908) 325-6705

*Account Class: Customer

Fig. 9B

912

Account A K Parker > Account

Account

Name: A K Parker
Address Line 1: 1000 Industrial Way
City: Salt Lake City
Zip: 84106

Site:
Address Line 2:
State: CA

Synonyms:
Status: Active
Industries:
Account Team: RECONPOJ

Account Type:
Clinic
Main Phone #:
Main Fax #:

Products & Services (Service) — 916

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-6786	A K Parker Agreement	Local Services Bundle
DSL Service		A K Parker Agreement	DSL Service
Wireless Service	415-987-7384	A K Parker Agreement	Wireless Service

Quotes — 920

Status	Quote Number	Name
Order Placed	12-3728	5DSL Lines

Trouble Tickets — 924

Status	Ticket ID #	Abstract
Open	31-2501	Busy signals when calling out
Open	31-138314	Lots of wrong numbers

Products & Services (Billing) — 918

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-6786	A K Parker Agreement	Local Services Bundle
DSL Service		A K Parker Agreement	DSL Service
Wireless Service	415-987-7384	A K Parker Agreement	Wireless Service

Orders — 922

Status	Order Date	Order #	Type	Opportunity
Pending	07/12/2001	12-3829		

Additional Account Info — 926

Billing
Agreements
Comments

Recommended Products — 928

California GUN

Fig. 9C

Quote:

932

Quote

Get Advice

Revise

Browse Catalog

Verify

Save

New

Quote #

1-10MLH

Revision:

1

*Name:

1-10MLH

Active:

☒

Comments:

Opportunity:

...

*Status:

Order Placed

Price List:

Application List Prices - eBusine...

Discount:

...

Agreement Name:

...

Organization:

Default Organization

Account:

Marriott International

Last Name:

Dalton

First Name:

Mike

*Currency:

USD

Service Account:

Marriott International

Billing Account:

Marriott International

Site:

HQ

*Sales Rep:

SADMIN

Effective:

8/6/2001

Through:

9/2/2001

*Created:

8/6/2001

Due:

...

934

More Info		Agreements		Attachments		Bill To/Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts		
	New		Save		Reprice		Reprice All		Customize			Renumber		Profile		Unwrap		1-4
Sequence	Qty	Item		Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action								
1	10	California Wireless		150.00	150.00	1500.00	Each		12-48HDJ89	Add								

Fig. 9D-1

More Info		Agreements		Attachments		Bill To Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts	
Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action								
1	10	California Wireless 6	150.00	150.00	1500.00	Each		12-48HDJ39	-								
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update								
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add								
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete								

Totals Line Detail Attributes

Totals		Line Detail		Attributes	
		1 of 7+			
Item Total MRC:	30.00	Item Total MRC:	150.00	Comments: Description of pricing, discounts and adjustments for both MRC and NRC.	
Total Item Discount MRC:	10.00	Total Item Discount MRC:	100.00		
Net Total MRC:	20.00	Net Total MRC:	50.00		
Adjustment MRC:	0	Adjustment MRC:	0		

Fig. 9D-2

More Info		Agreements		Attachments		Bill To/Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts		
New		Save		Reprice		Reprice All		Delta Quote		Customize		Renumber		Profile		Ungroup		
Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action									
1	10	California Wireless B	150.00	150.00	1500.00	Each		12-48HDJ39										
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update									
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add									
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete									

Totals		Line Item Detail		Attributes	
Save		1 of 5			
Product:		California Wireless 600		Service Account:	
Service ID:				Billing Account:	
Service Point ID:				Agreement Name:	
Action:		Add		Test Agreement	
Package:				*Qty:	
Service:		<input checked="" type="checkbox"/>		10	
Service Asset #:				Write-In Product:	
				Attributes:	
				Covered Product:	
				Start Price:	
				Disc %:	
				Disc Amount:	
				Disc Price:	
				Keep Discount:	
				Current Discount:	
				Next Discount:	
				Net Disc %:	
				UoM:	
				Comment:	
				Pricing Co:	
				Product:	
				Part #:	
				Upsell:	

Fig. 9D-3

More Info										Line Item (SAP)										Orders										Terms & Totals										Charts																																																																																									
New										Save										Remainder										Profile										Unsubscribe																																																																																									
Agreements										Attachments										Bill To/Ship To										Customize										Data Code										1 - 4 of 4																																																																															
Sequence										Qty										Item										Start Price										Net Price										Extended Price										UoM										Service ID										Service Point ID										Action										Service Account										Billing Account										Agreement Name									
1										10										Call Waiting										150.00										150.00										150.00										Each										273498201										12-48HD-39										Update										A.K. Parker (Service A.K. Parker (Billing))										Test Agreement																			
2										1										Call Waiting										3.00										3.00										30.00										Per Month																														Update										A.K. Parker (Service A.K. Parker (Billing))										Test Agreement																			
3										1										Nokia 8009										160.00										160.00										160.00										Each																														Add										A.K. Parker (Service A.K. Parker (Billing))										Test Agreement																			
4										1										Hands Free Access										25.00										0.00										0.00										Each																														Delete										A.K. Parker (Service A.K. Parker (Billing))										Test Agreement																			

Totals				Line Item Detail				Attributes			
Save				1 - 2 of 2							
Attribute Name		Data Type		Value		Description		Action			
No. Of Rings		Number		6		Number of rings before call is forwarded		Update			
Forwarding No.		Text		(650) 278-3632		Number to forward call to		-			

Fig. 9D-4

Sales Order

1 of 74

***Order #:** 36-14791176
Type: Sales Order
Priority: Medium
***Status:** Open
Revision: 1

Account: A.K. Parker
Site: Santa Clara
Last Name: Opperman
First Name: Giles
Service Account: A.K. Parker (Service)
Billing Account: A.K. Parker (Billing)

Description: Description to the Sales Order.
Team: KLAKS-HM
Organization: Default Organization
***Currency:** USD

Opportunity: Service Warranties for Pe
Quote #: 10-3V6RF
SR #: 38-J637WEBX
Agreement Name: Test Agreement

Main Info										Line Items (Oracle 11.2)										Back Office (Oracle 11i)									
New										Save										Payment									
Reserve All										Disconnect										Auto-Assign									
Sequence	Qty	Item	Start Price	Net Price	Extended Price	Unit	Service ID	Status	Action	Service Account	Billing Account	Ag																	
1	1	Call Center Support	50.00	50.00	50.00	Each		Pending	Updated	A.K. Parker (Service)	A.K. Parker (Billing)	Test																	

Fig. 9E

New Products and Services

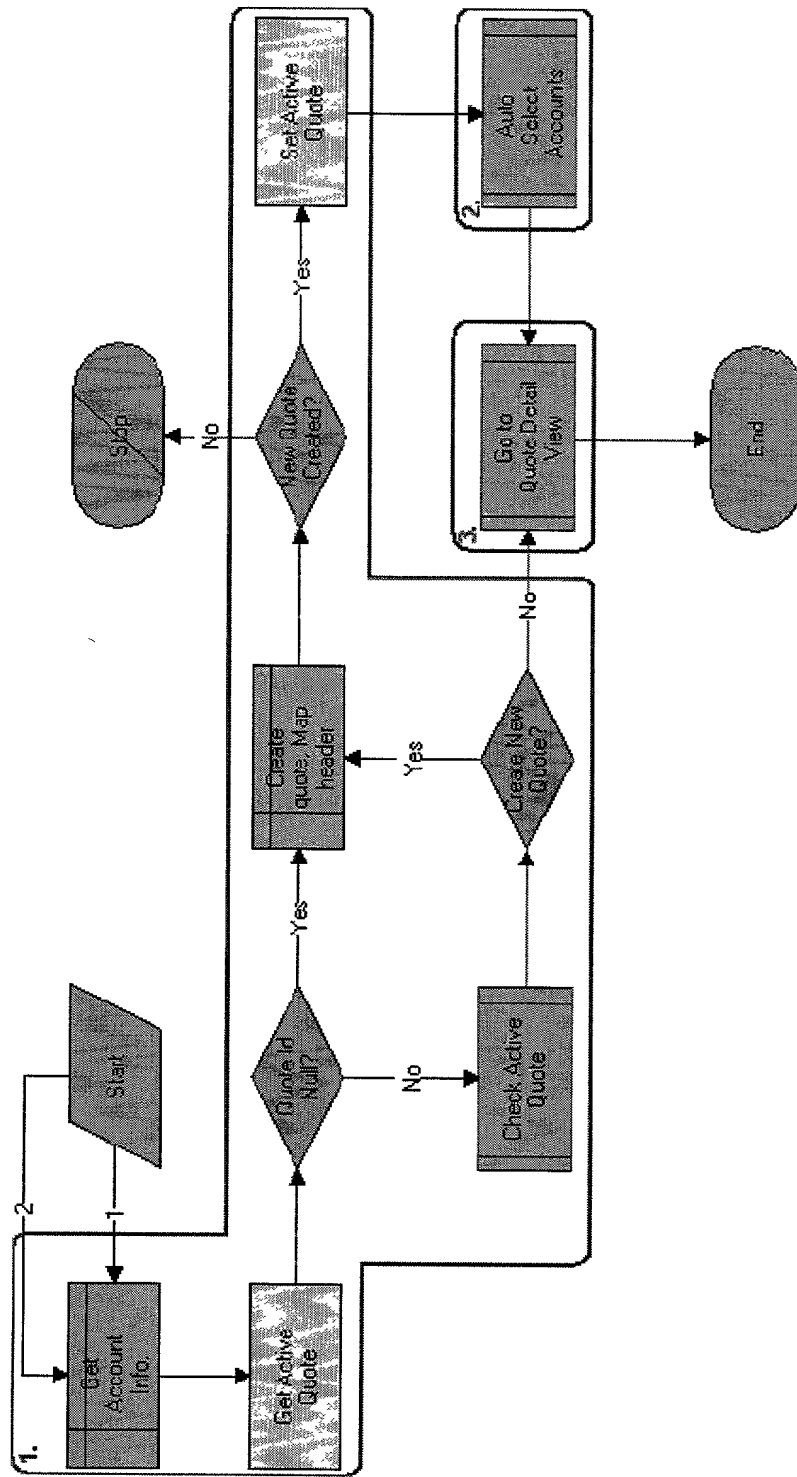


Fig. 10A

Modify Process

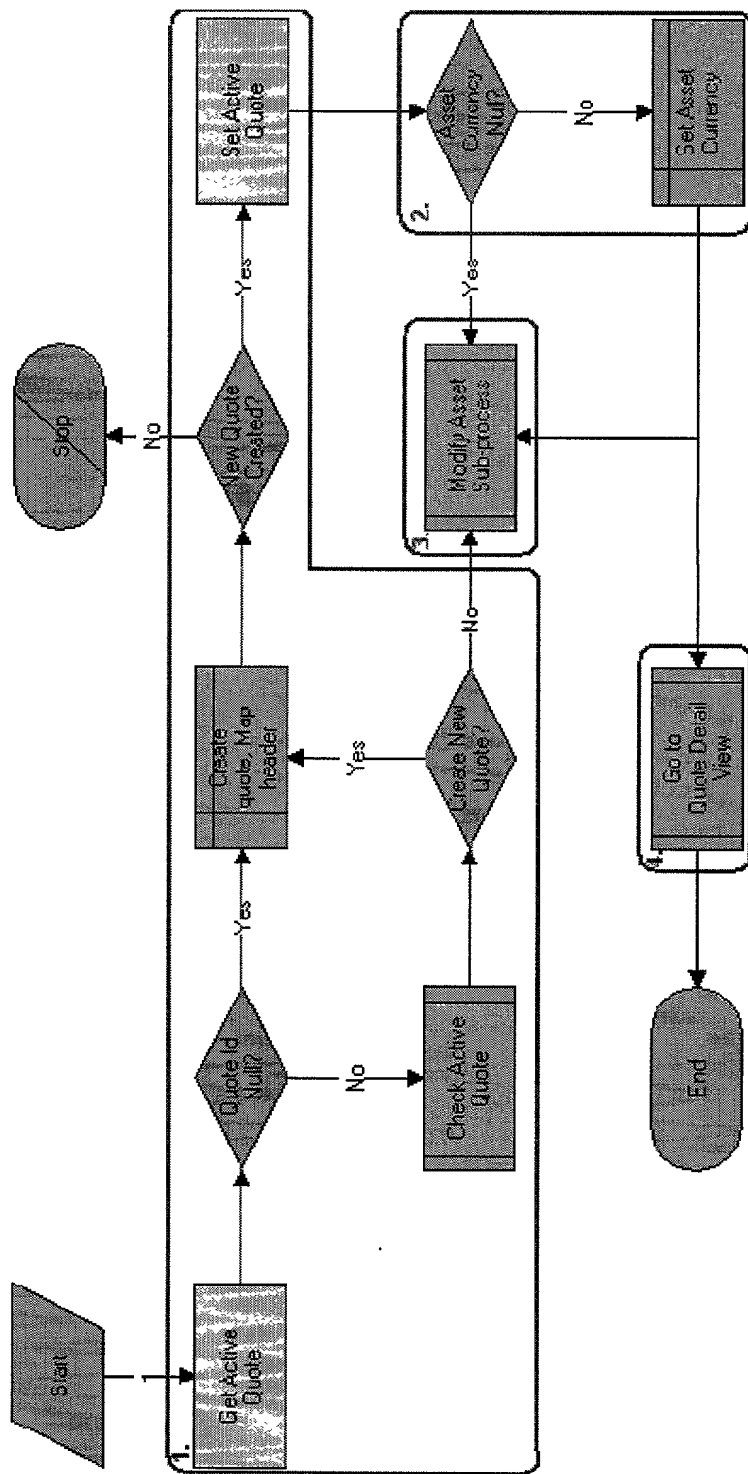


Fig. 10B-1

Modify Asset
Sub-process

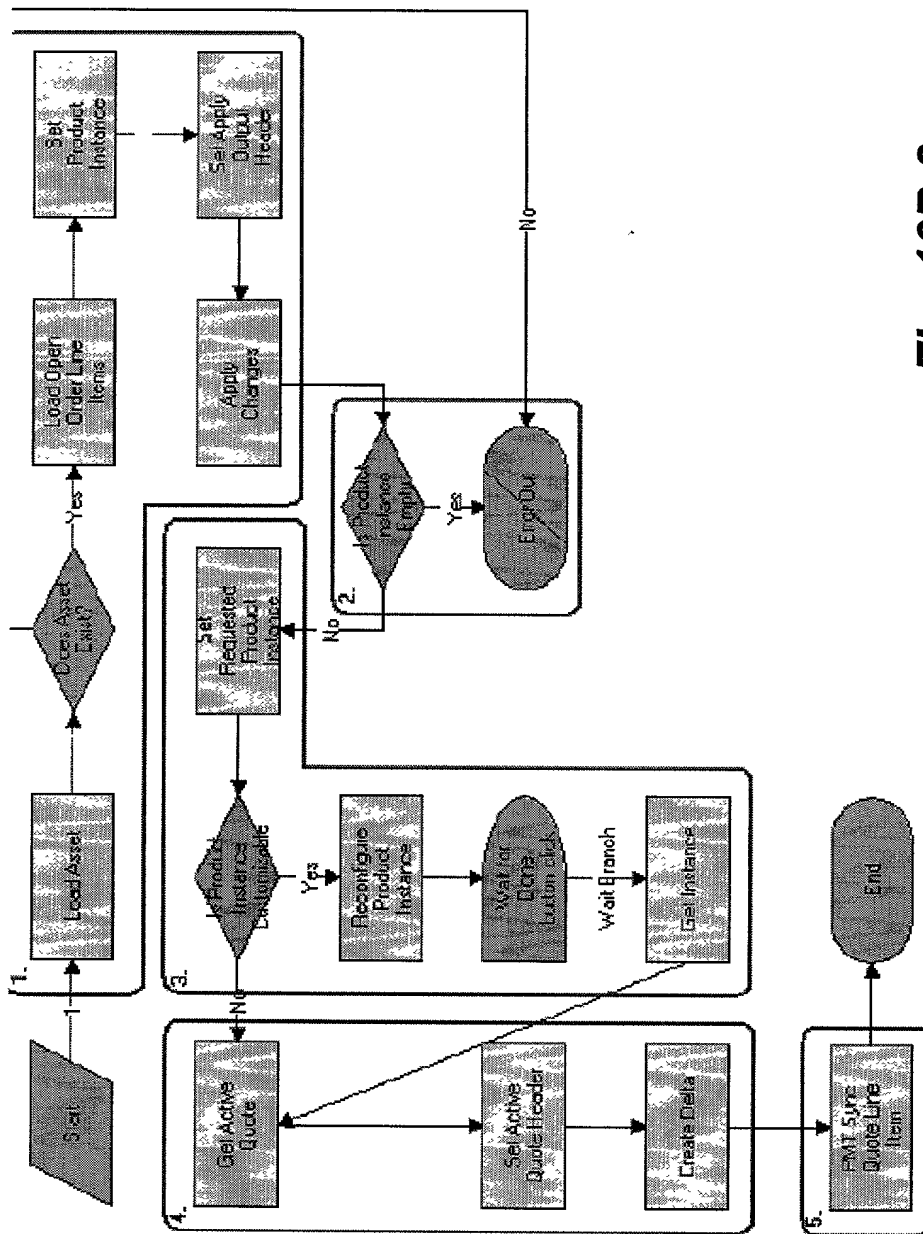


Fig. 10B-2

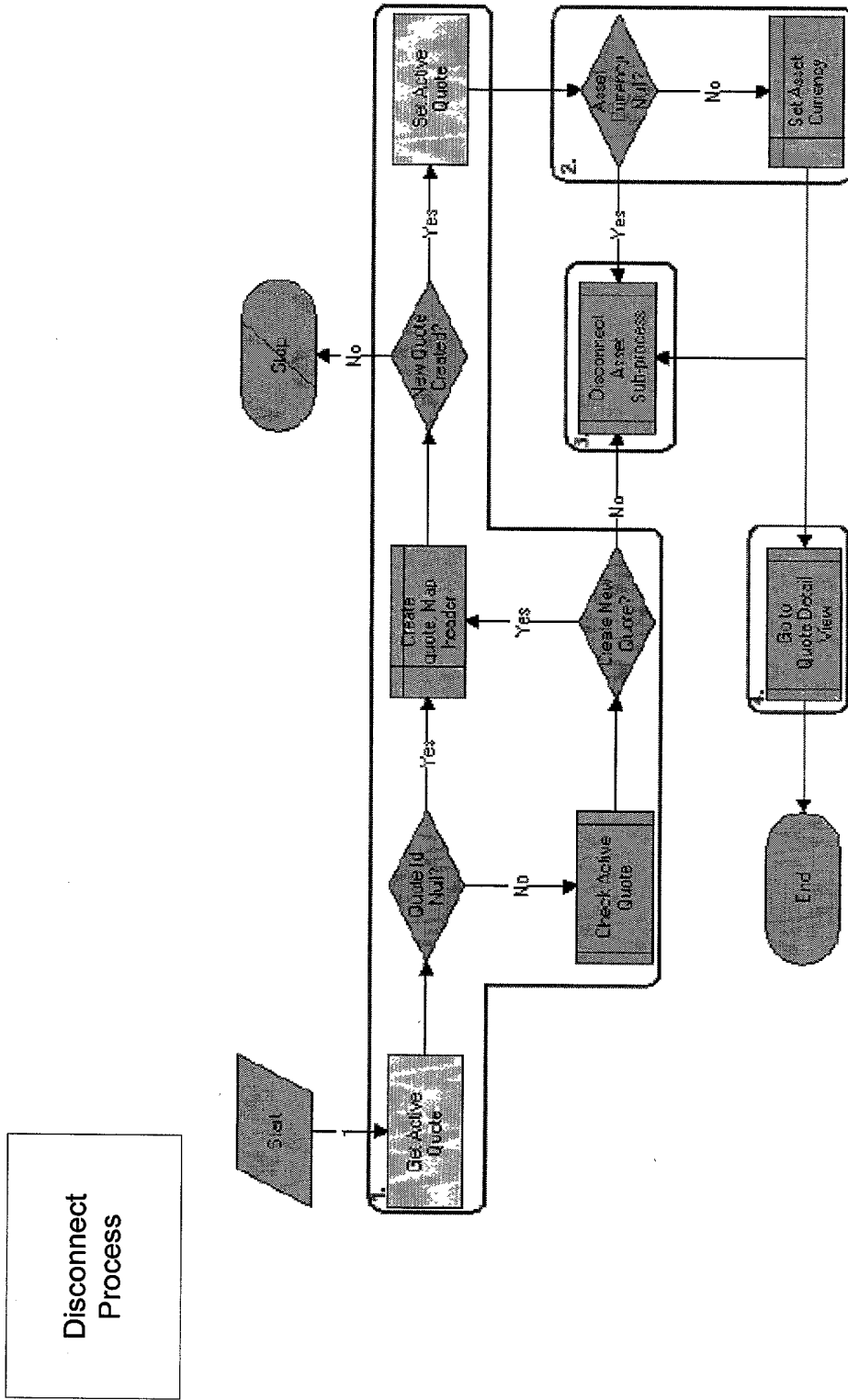


Fig. 10C-1

Disconnect Asset Sub-Process

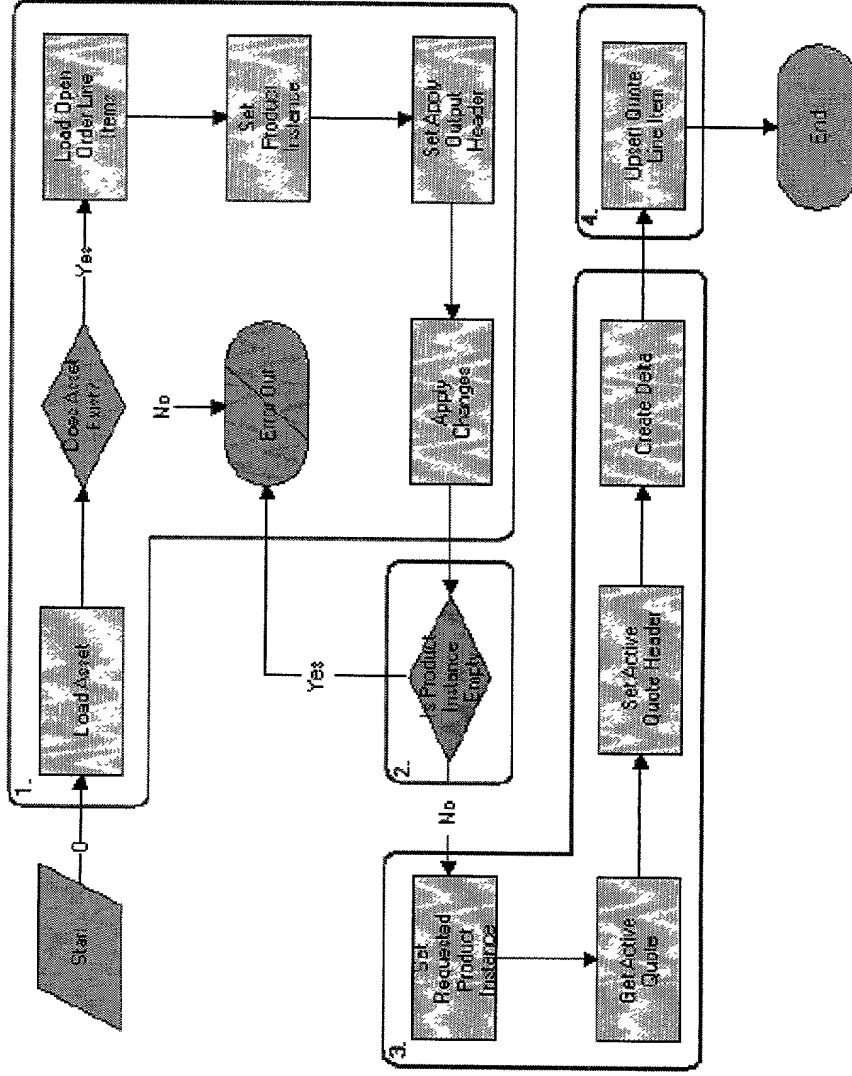


Fig. 10C-2

Profile Process

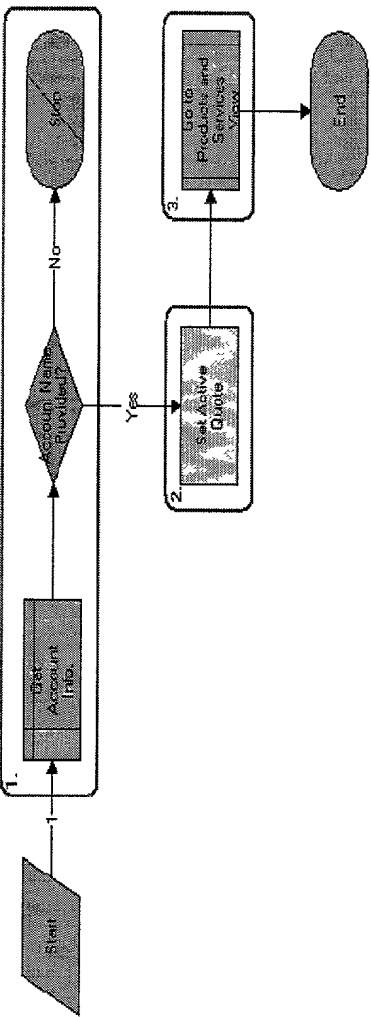
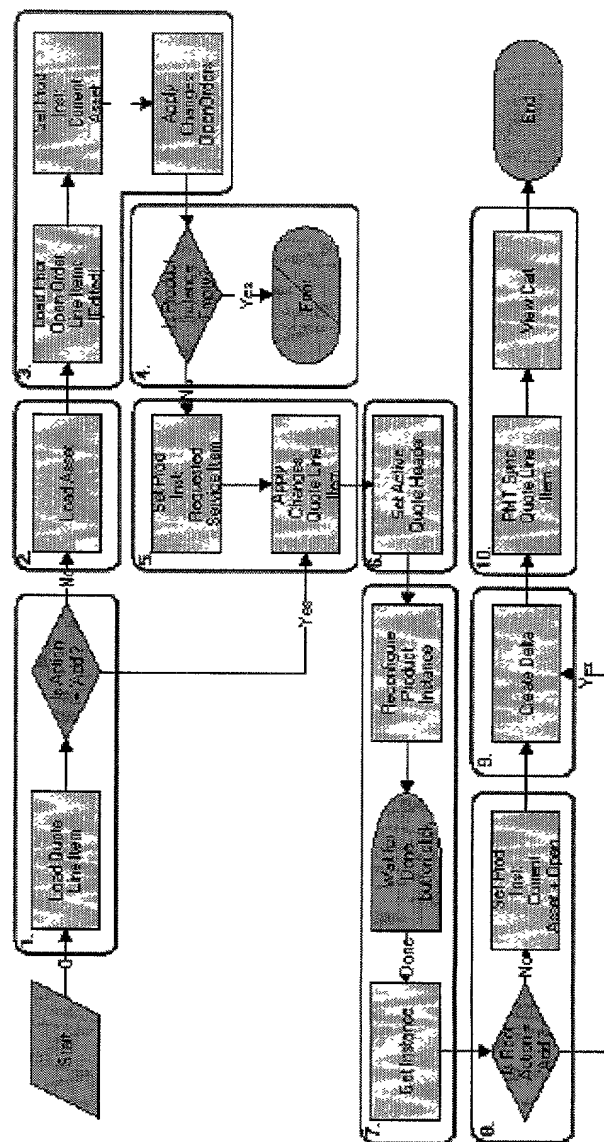


Fig. 10D

Edit Quote Line Item Process



Supplemental
Order Process

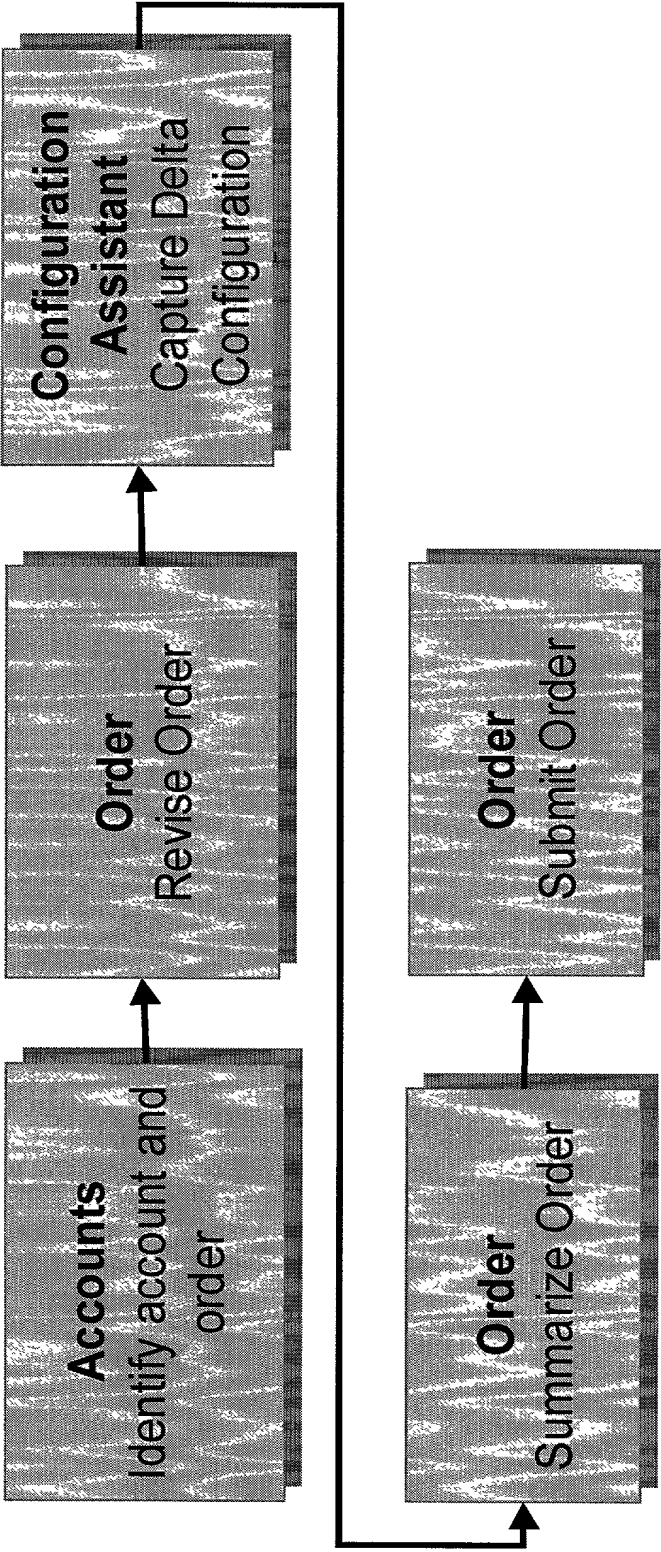


Fig. 10F

Edit Order Line Item Process

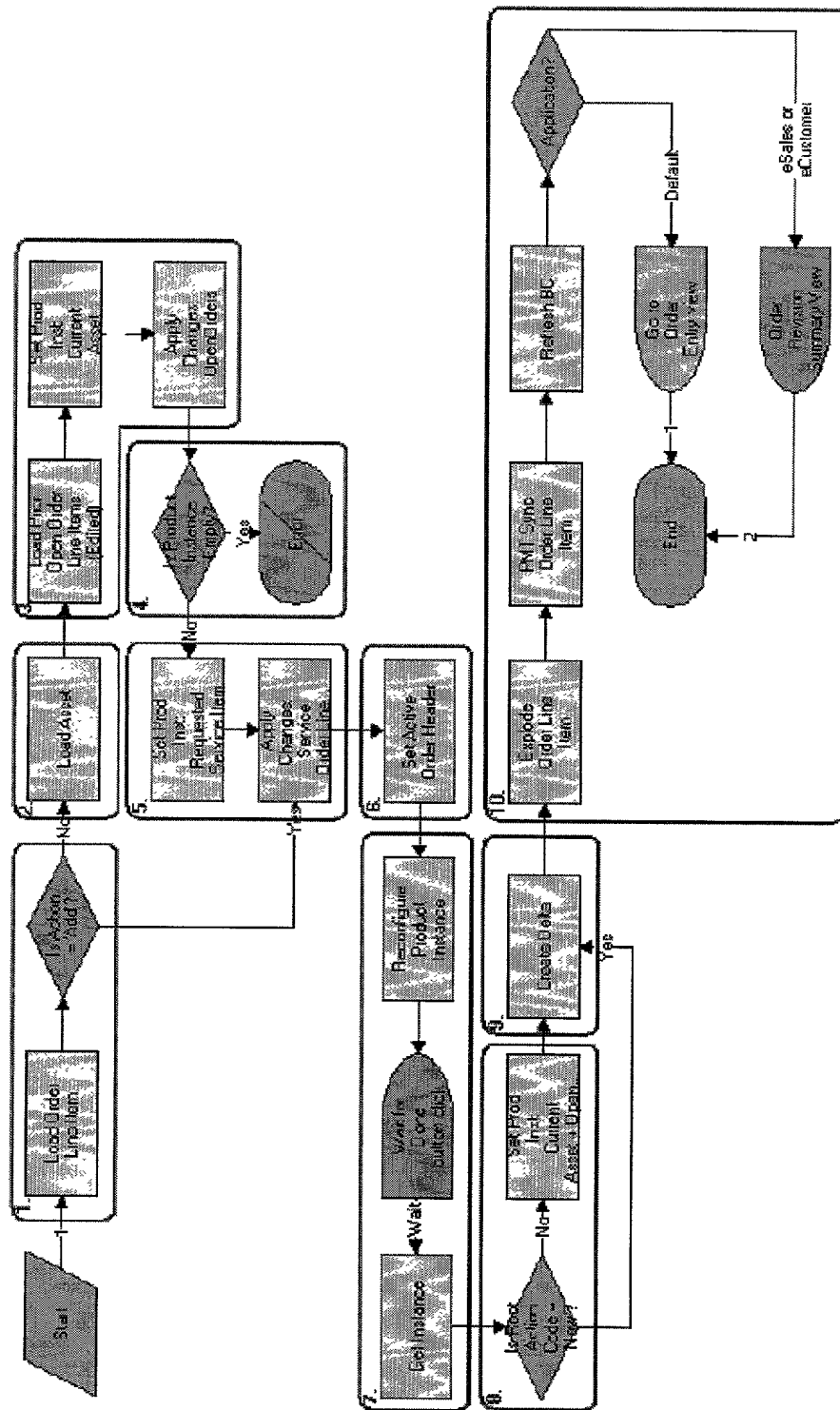


Fig. 10G

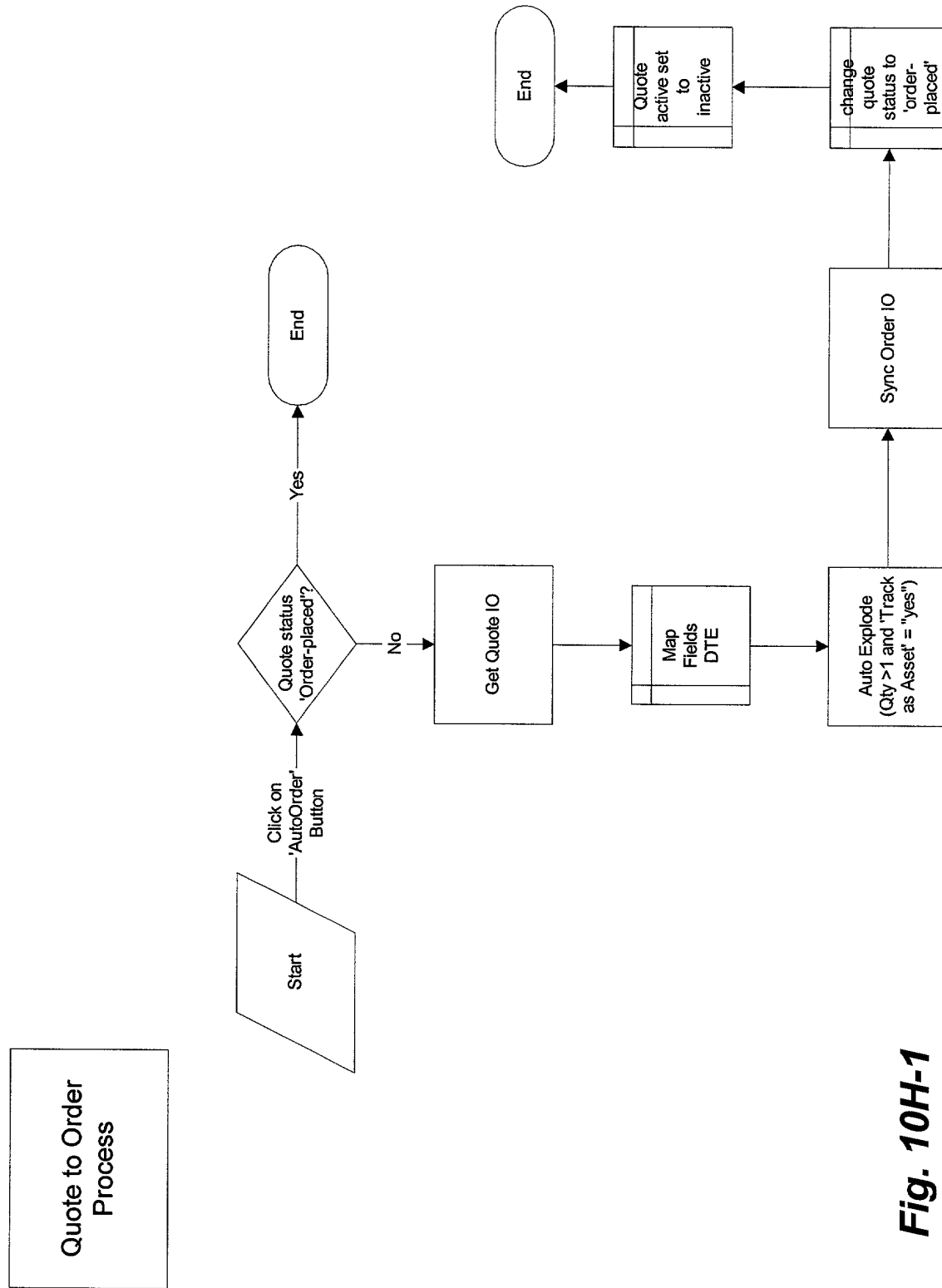


Fig. 10H-1

Quote: **Quote**

Quote #: 1-10MLH **Opportunity:** ... **Account:** Marriott International

Revision: 1 ***Status:** Order Placed **Last Name:** Dalton

***Name:** 1-10MLH **Price List:** Application List Prices - eBusiness **First Name:** Mike

Active: ☒ **Discount:** ... ***Currency:** USD

Agreements **Attachments** **Bill To/Ship To** **Shipments** **Product Search** **Line Items**

Order # 1572-1719501 **Order Date** 9/18/2001 2:39:28 PM **Type** Sales Order **Status** Open **Account** Marriott International **Priority** Medium

Sales Order

Service Order

Columns Displayed ...

Advanced Sort ...

Change Records

Merge Records

Import ...

Export ...

Select All

Invert Selection

New Record

Edit Record

Save Record

Copy Record

Undo Record

Delete Record

New Query

Run Query

Refine Query

First Records

Last Records

FIG. 10H-2

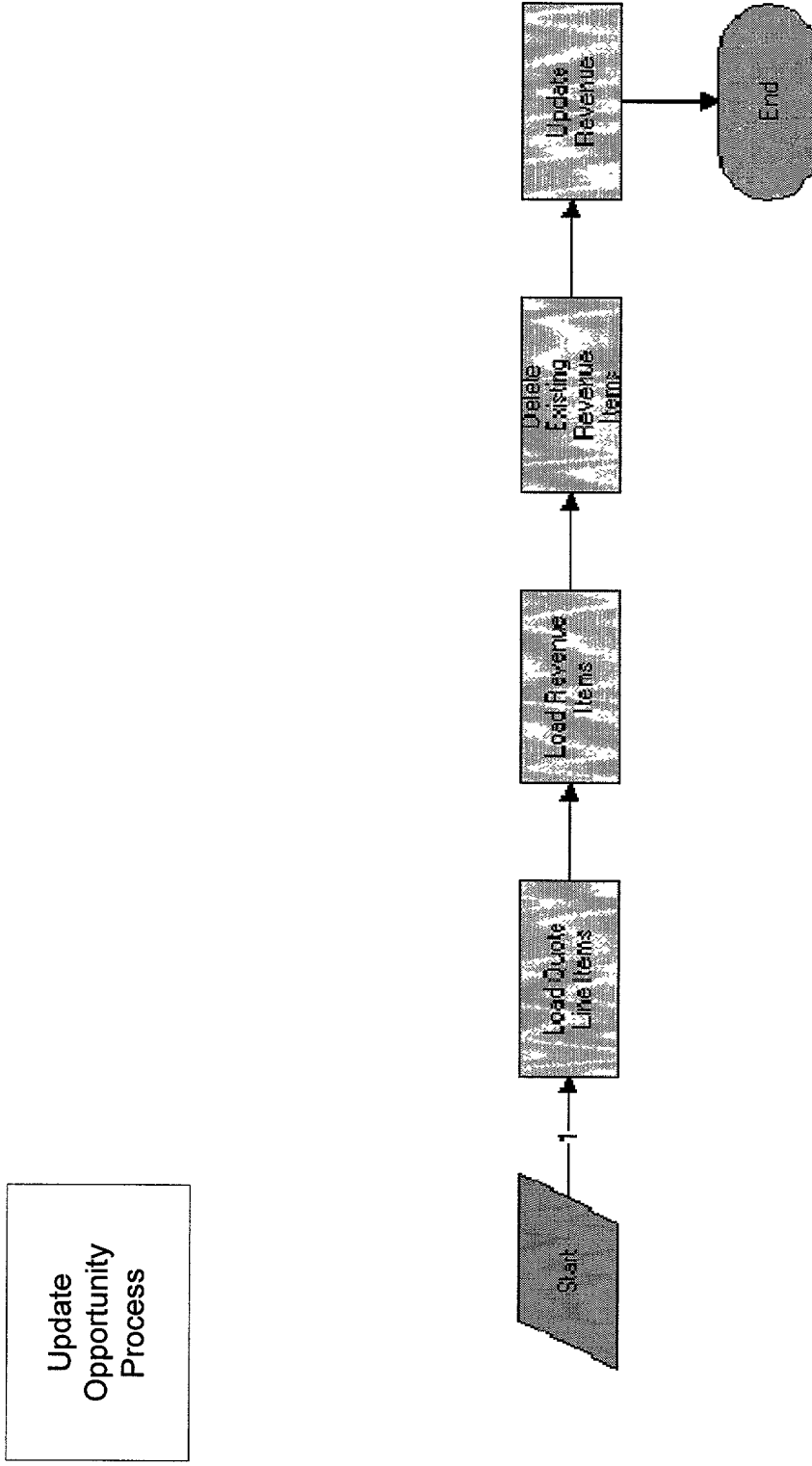


FIG. 10I

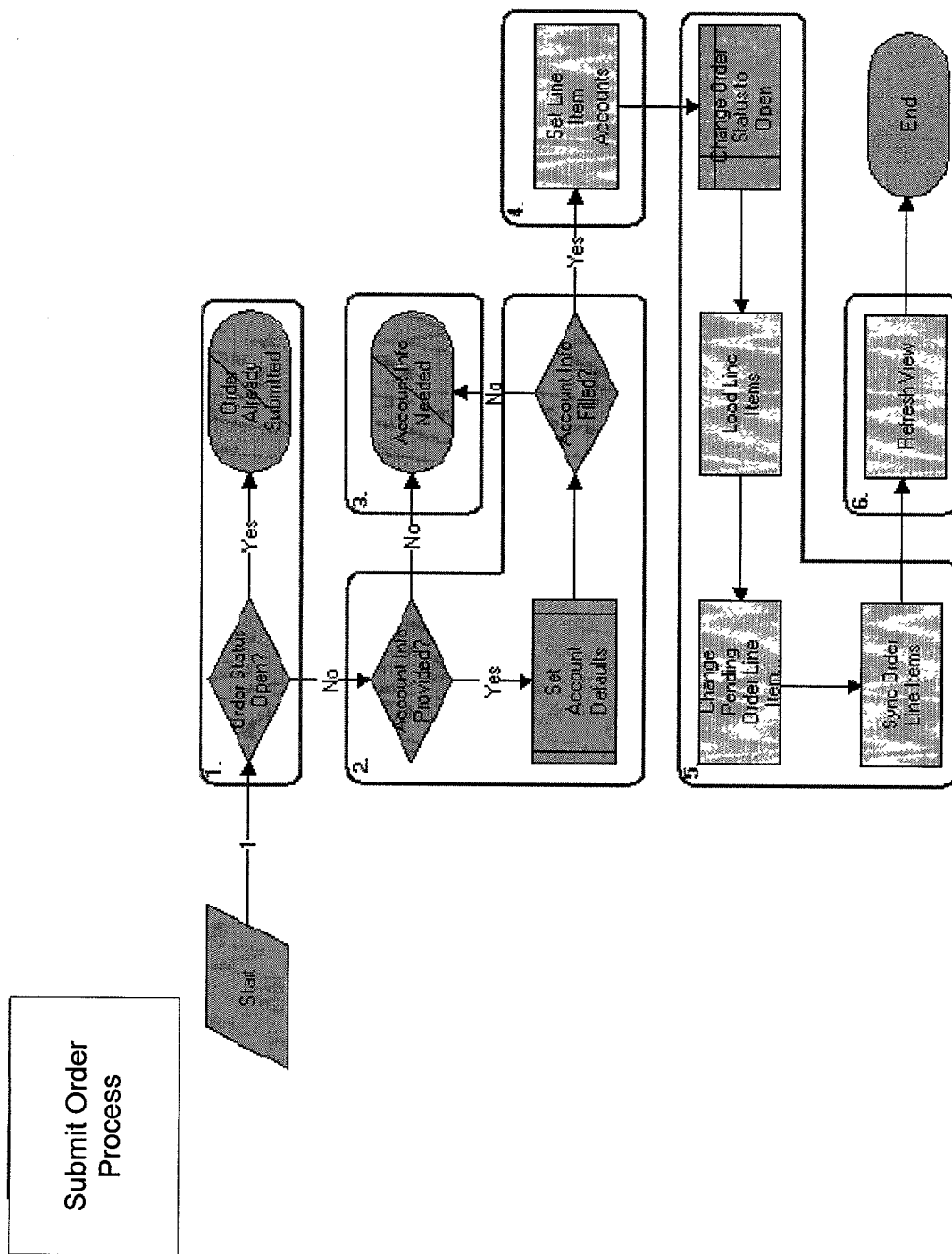


Fig. 10J

Ungroup Process

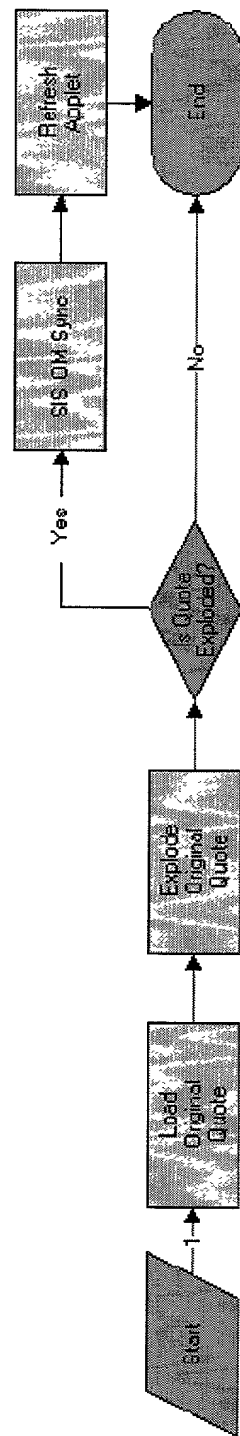


Fig. 10K

APPLY Completed Service Order Line Item Process

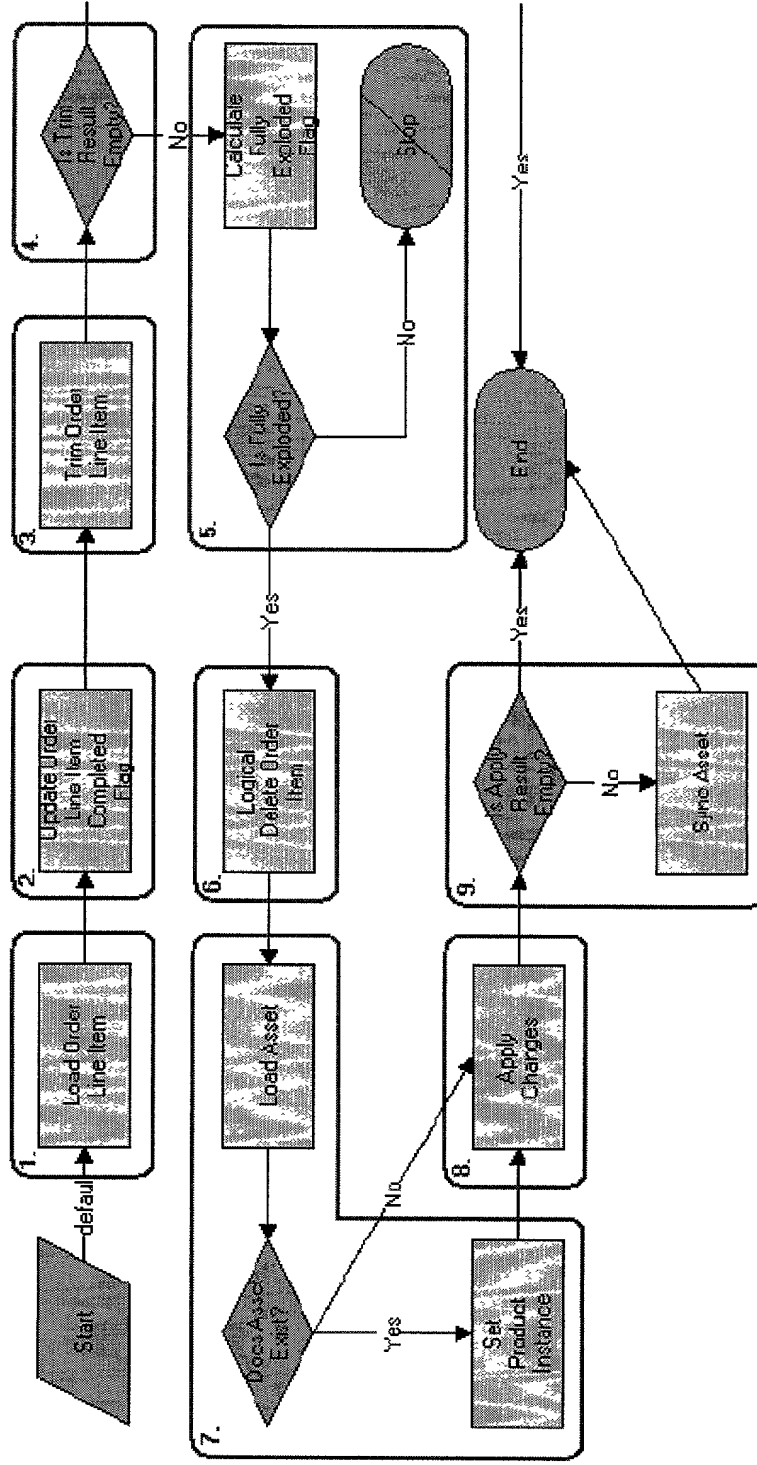


Fig. 10L

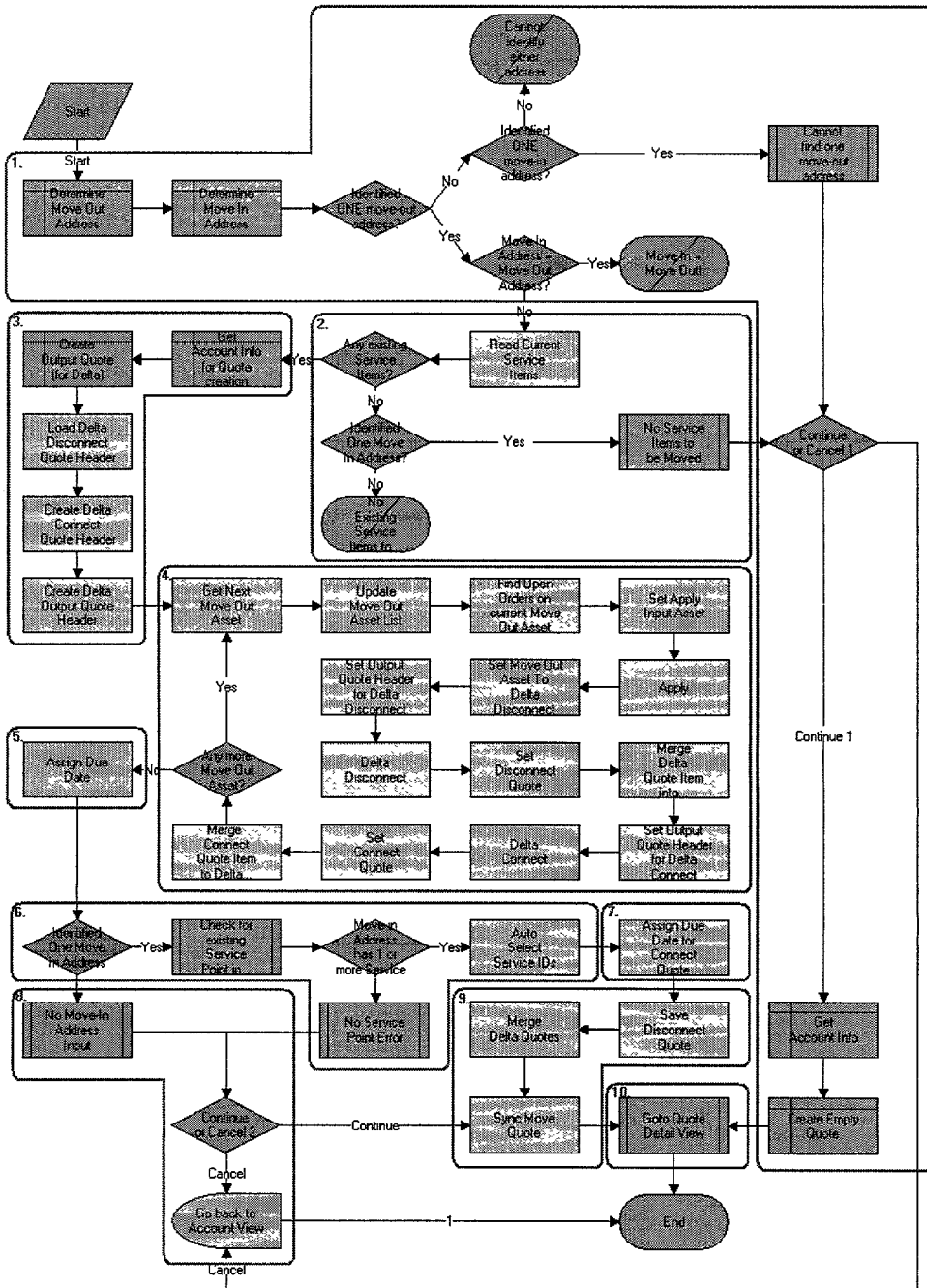


FIG. 10M

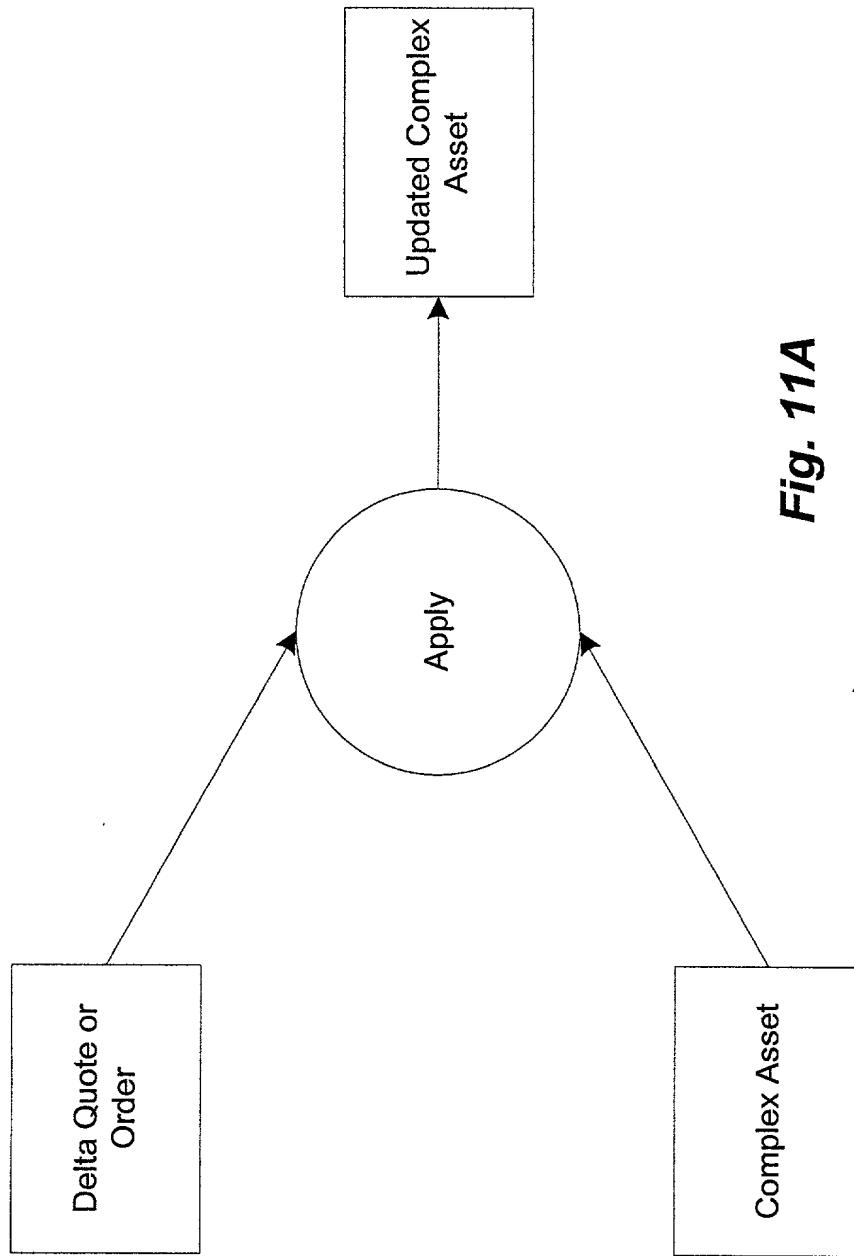


Fig. 11A

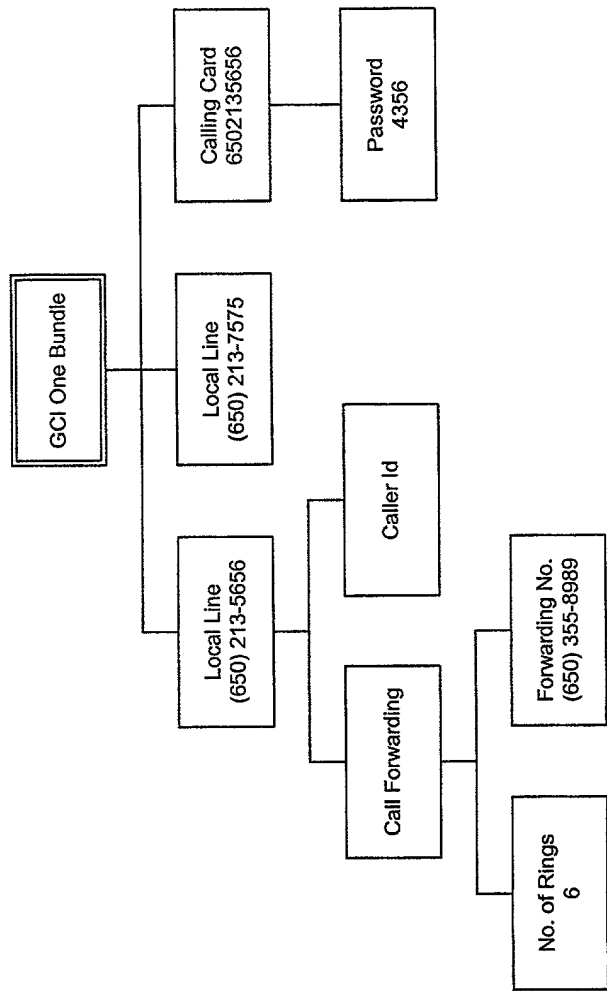


Fig. 11B-1

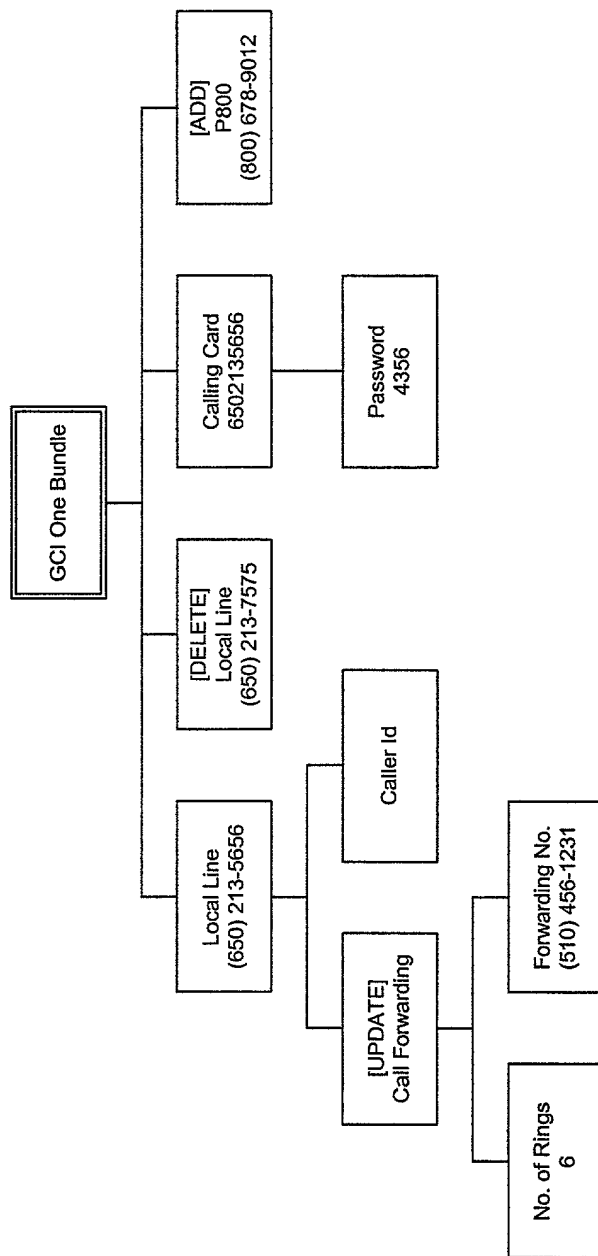


Fig. 11B-2

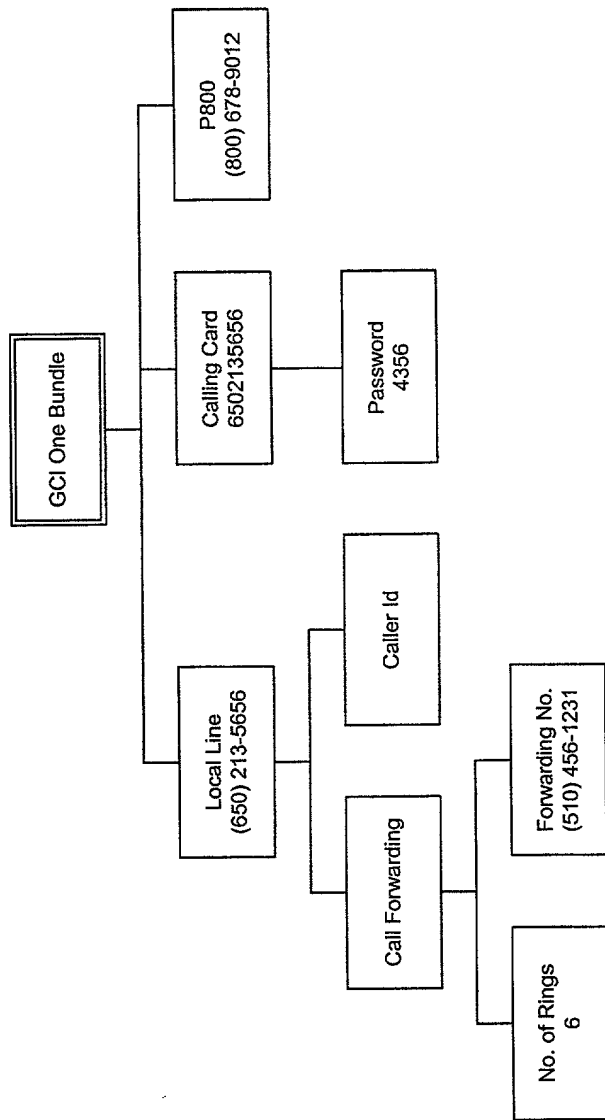


Fig. 11B-3

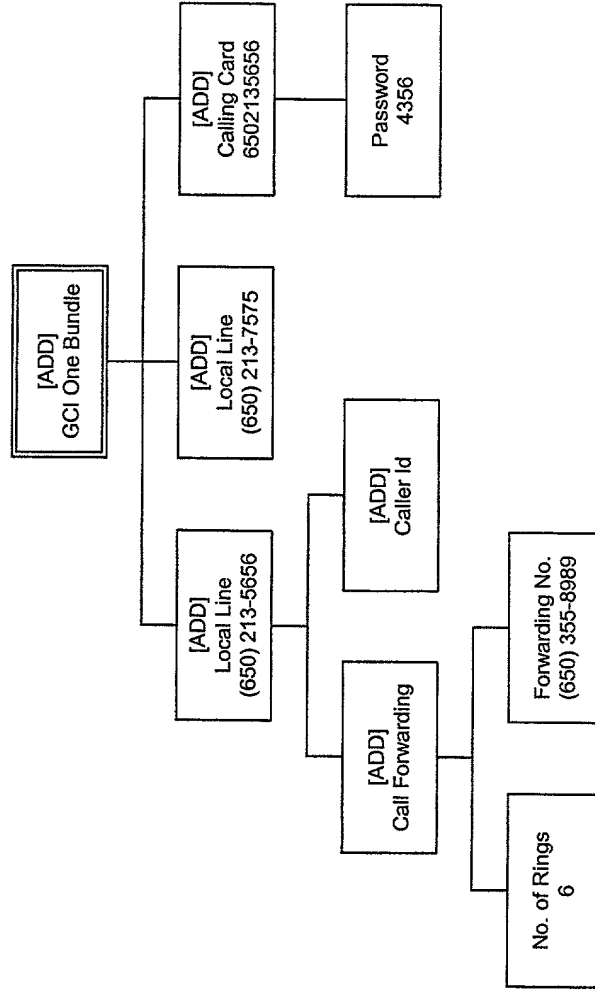


Fig. 11C-1

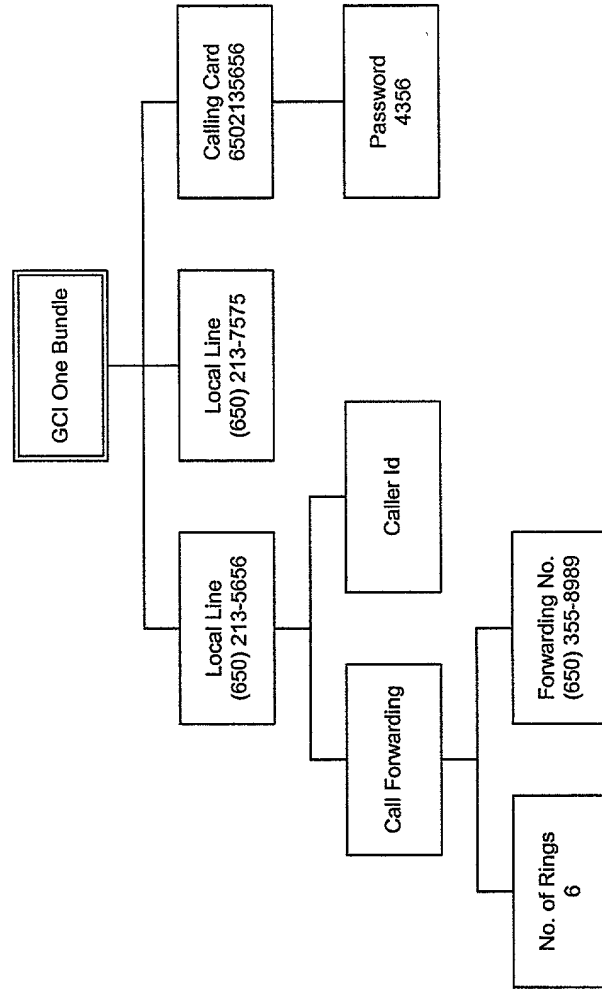


Fig. 11C-2

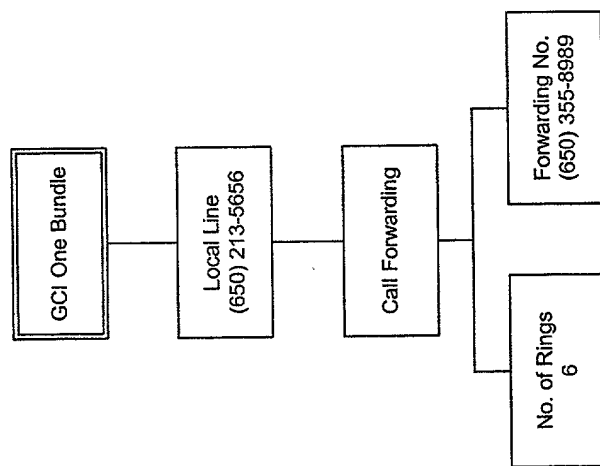


Fig. 11D-1

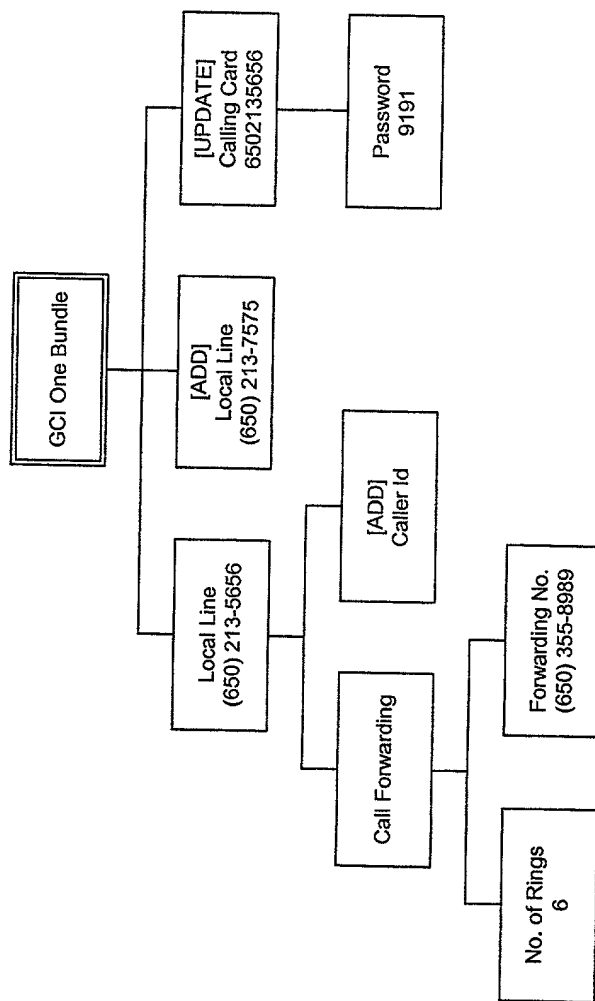


Fig. 11D-2

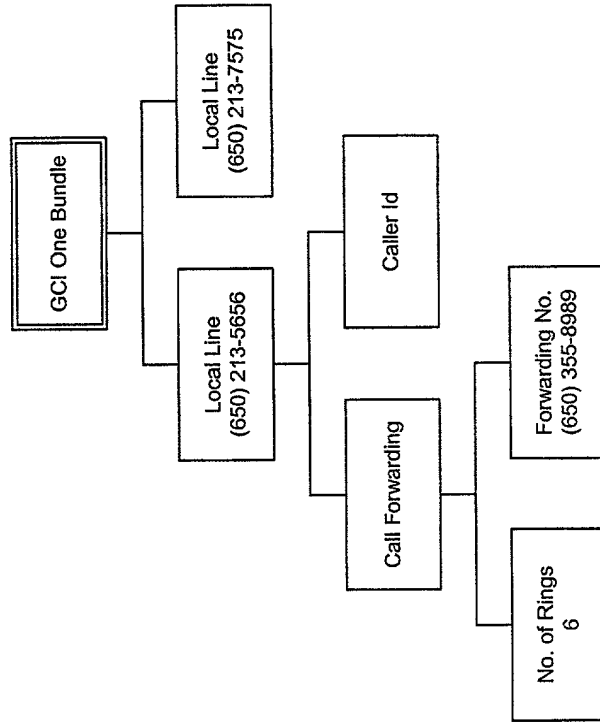


Fig. 11D-3

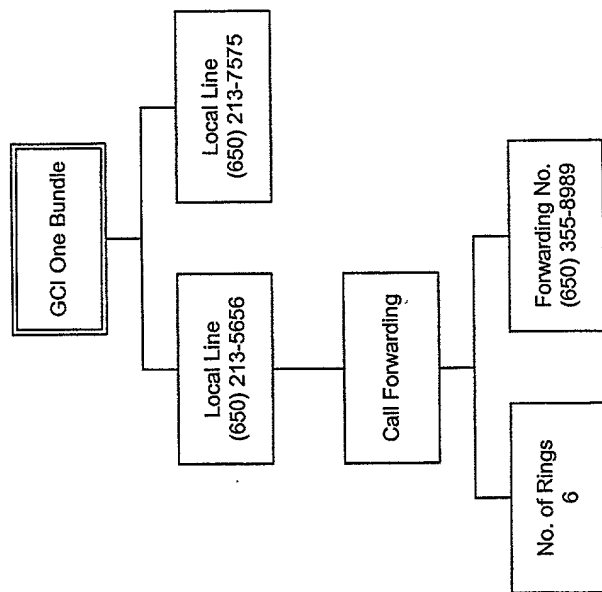


Fig. 11E-1

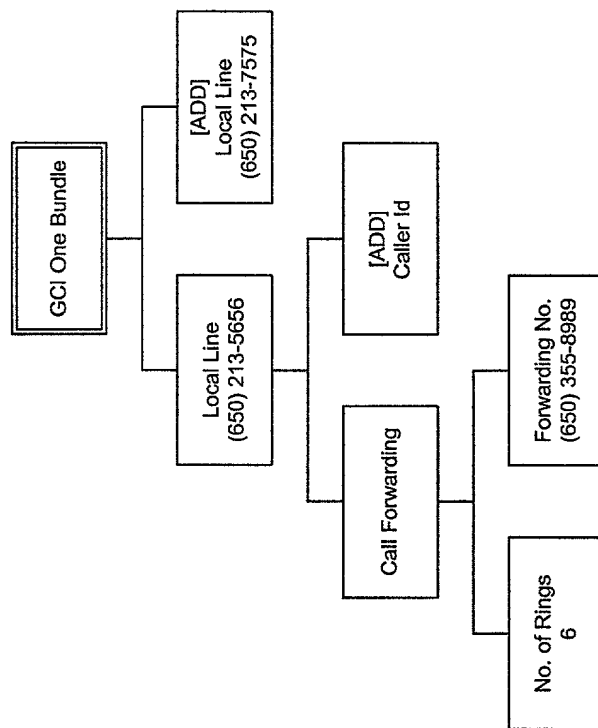


Fig. 11E-2

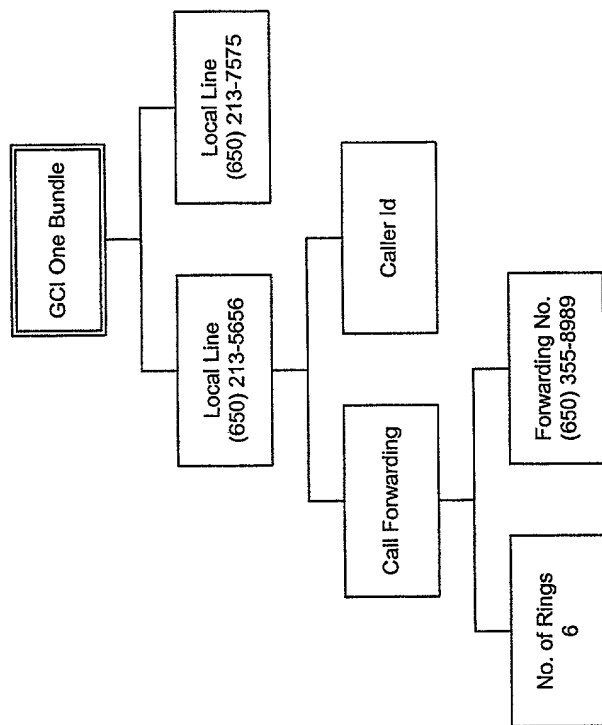


Fig. 11E-3

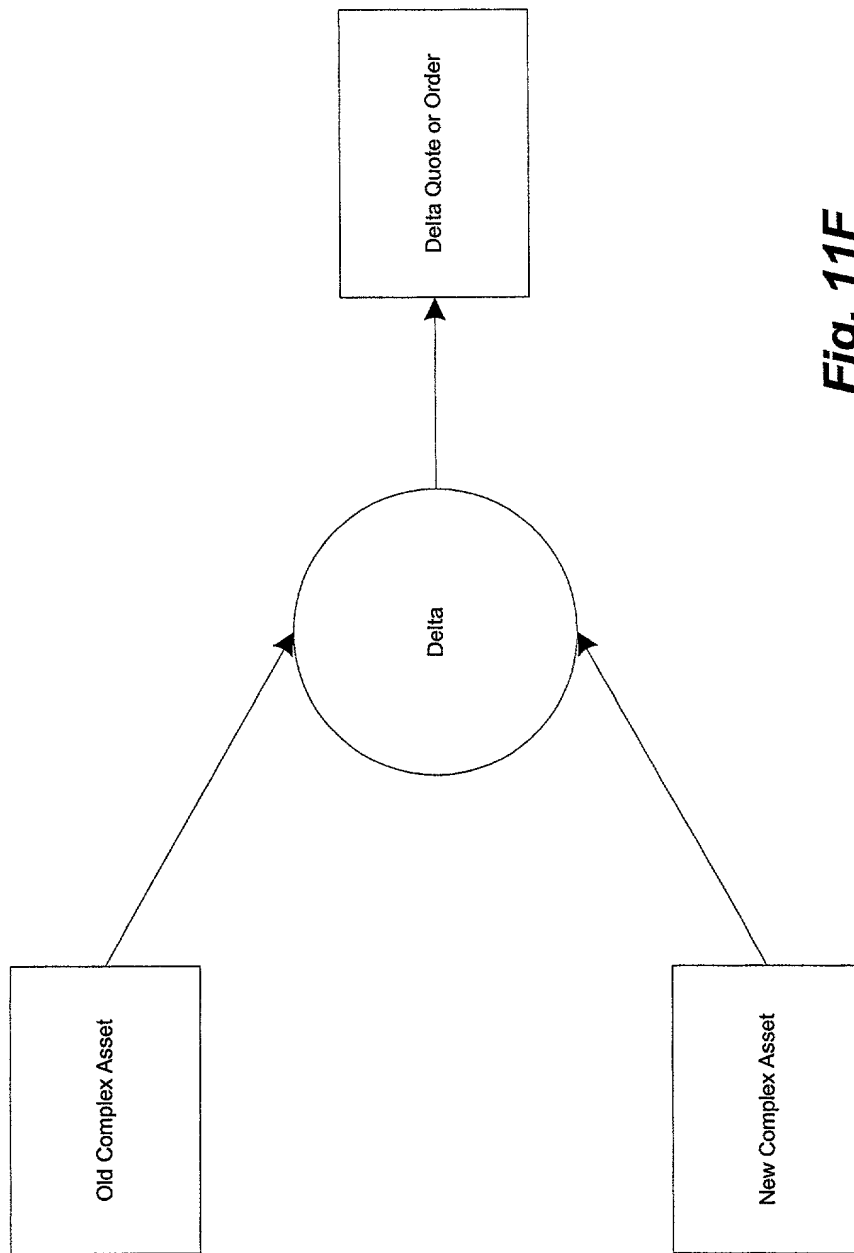


Fig. 11F

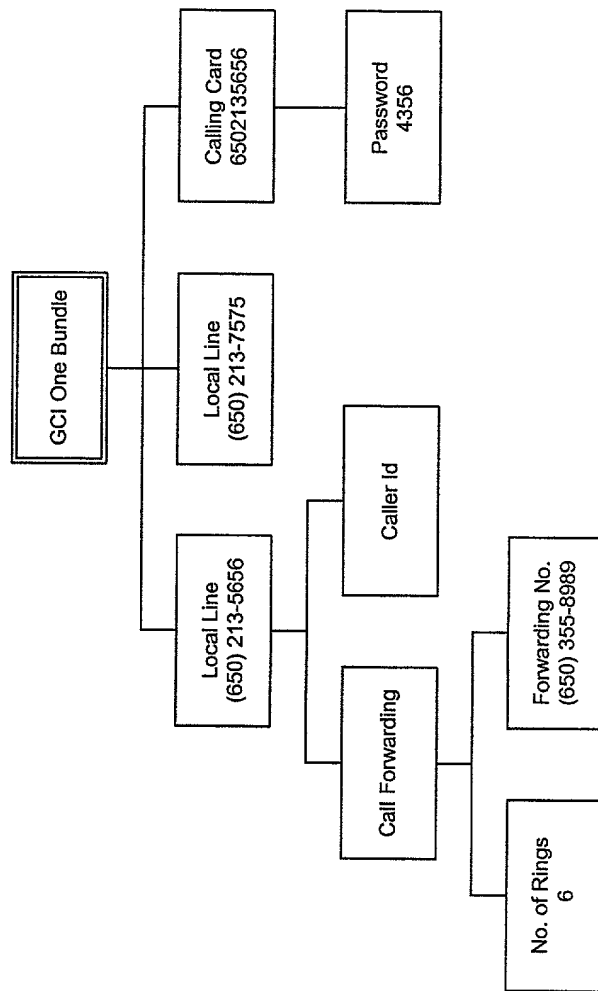


Fig. 11G-1

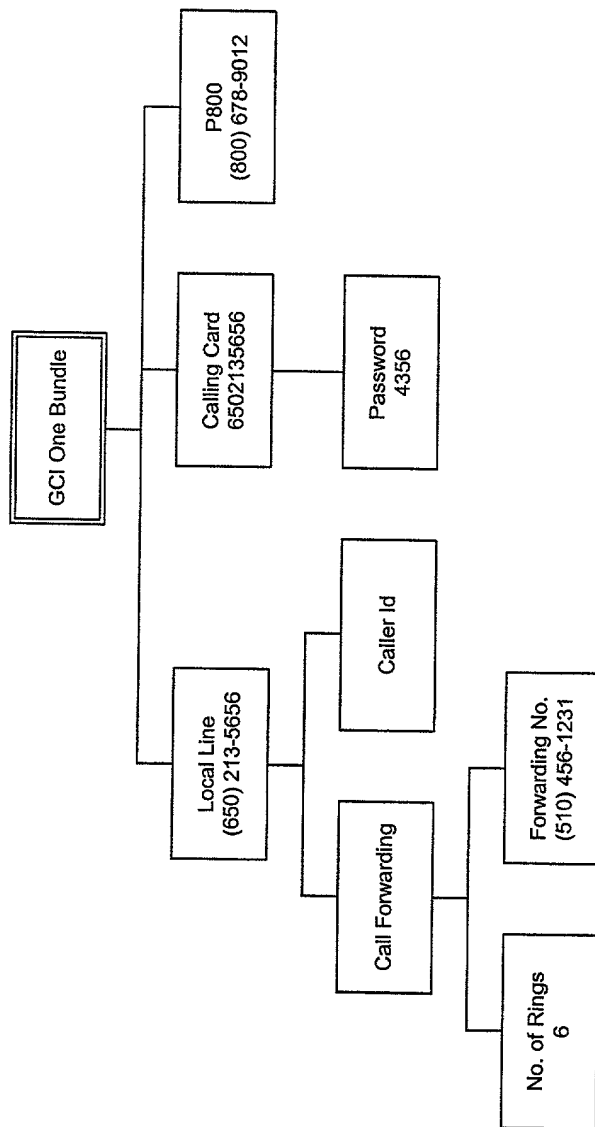


Fig. 11G-2

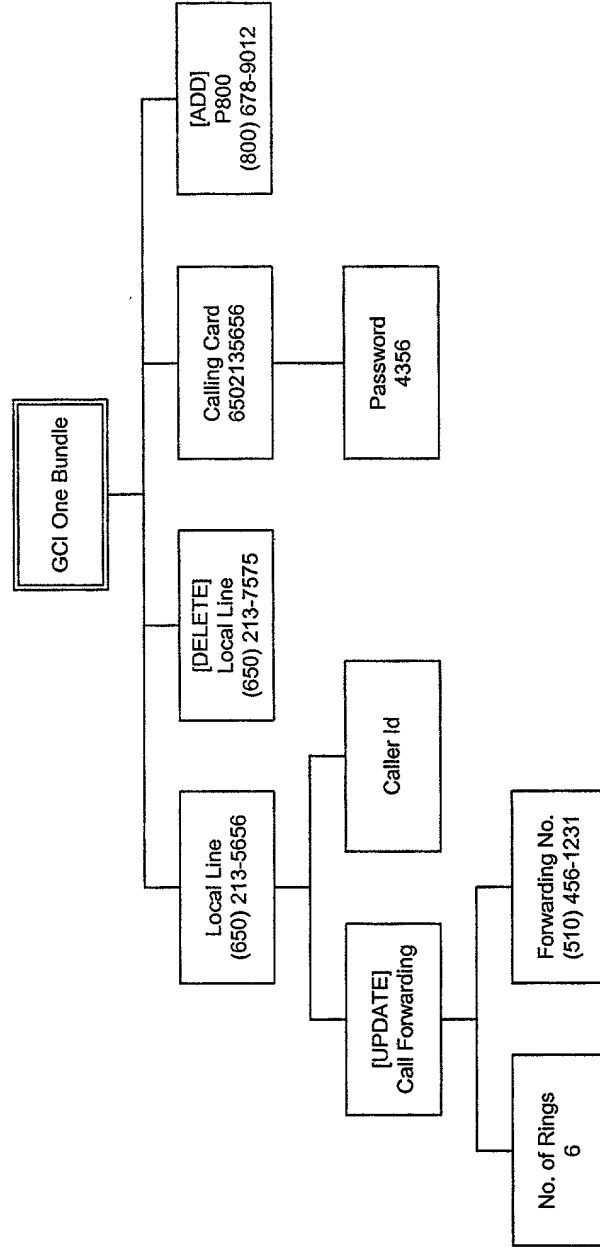


Fig. 11G-3

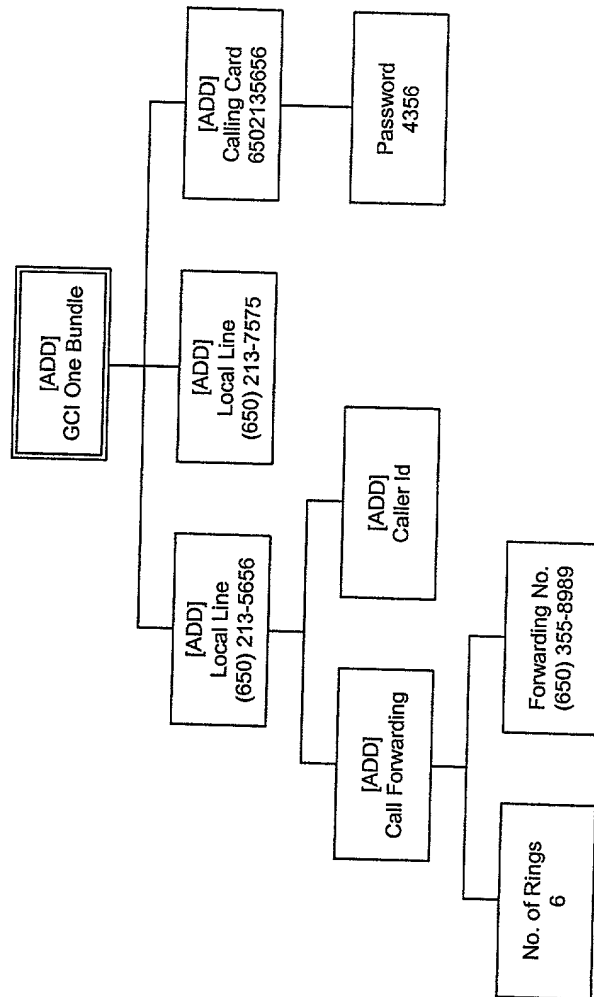


Fig. 11H-2

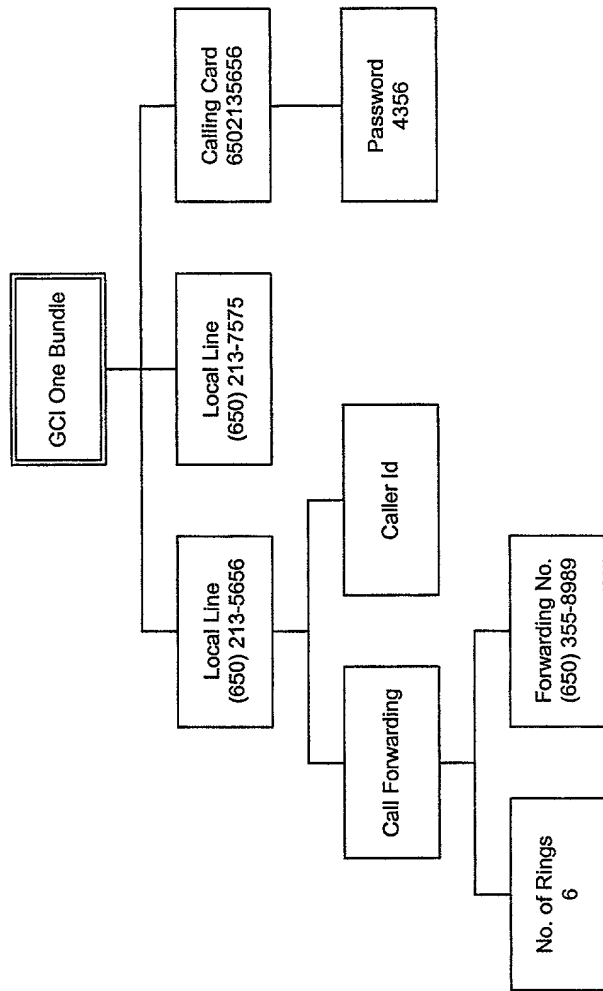


Fig. 11I-1

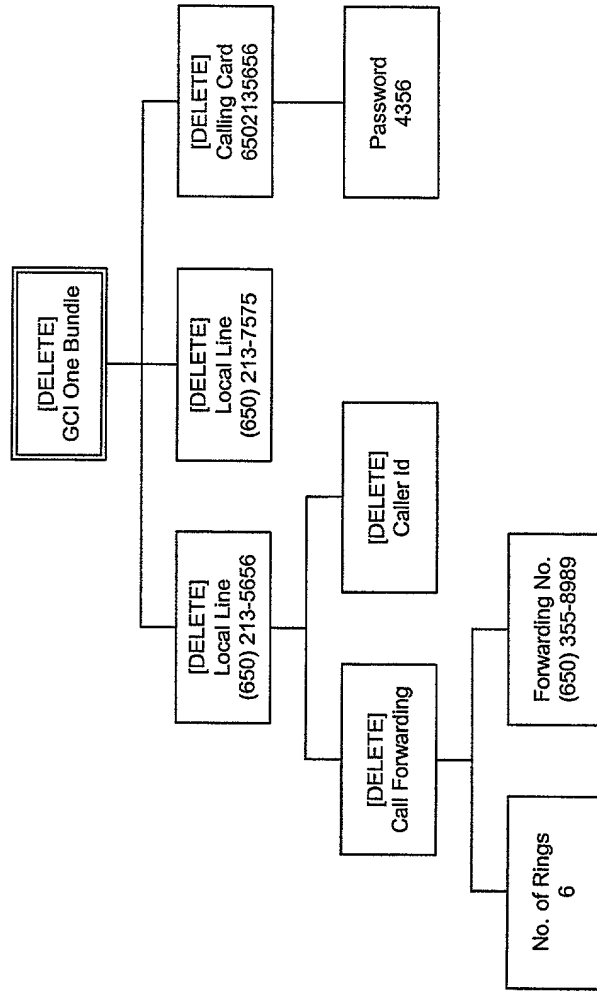


Fig. 11I-2

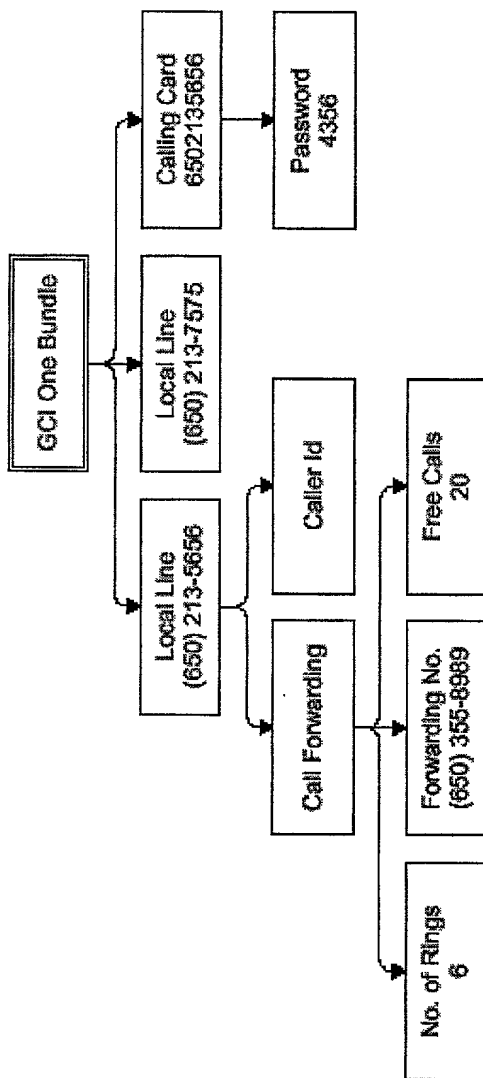


FIG. 11J-1

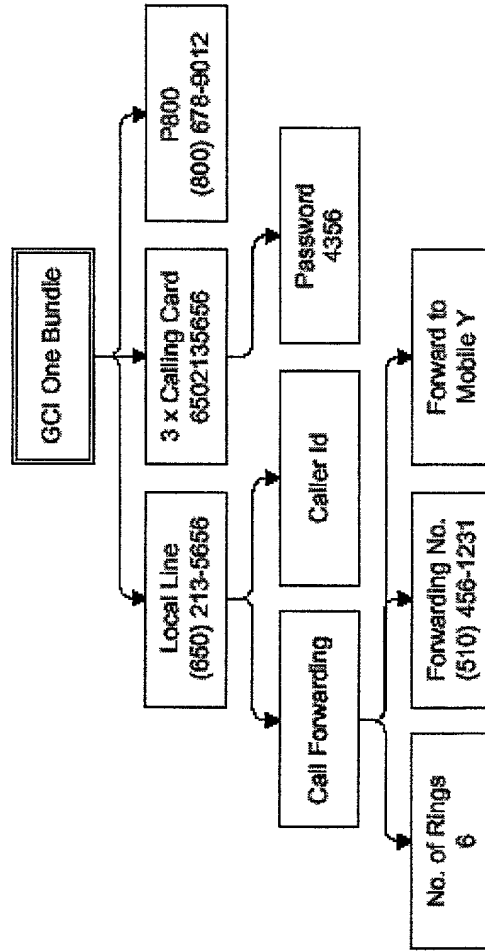


FIG. 11J-2

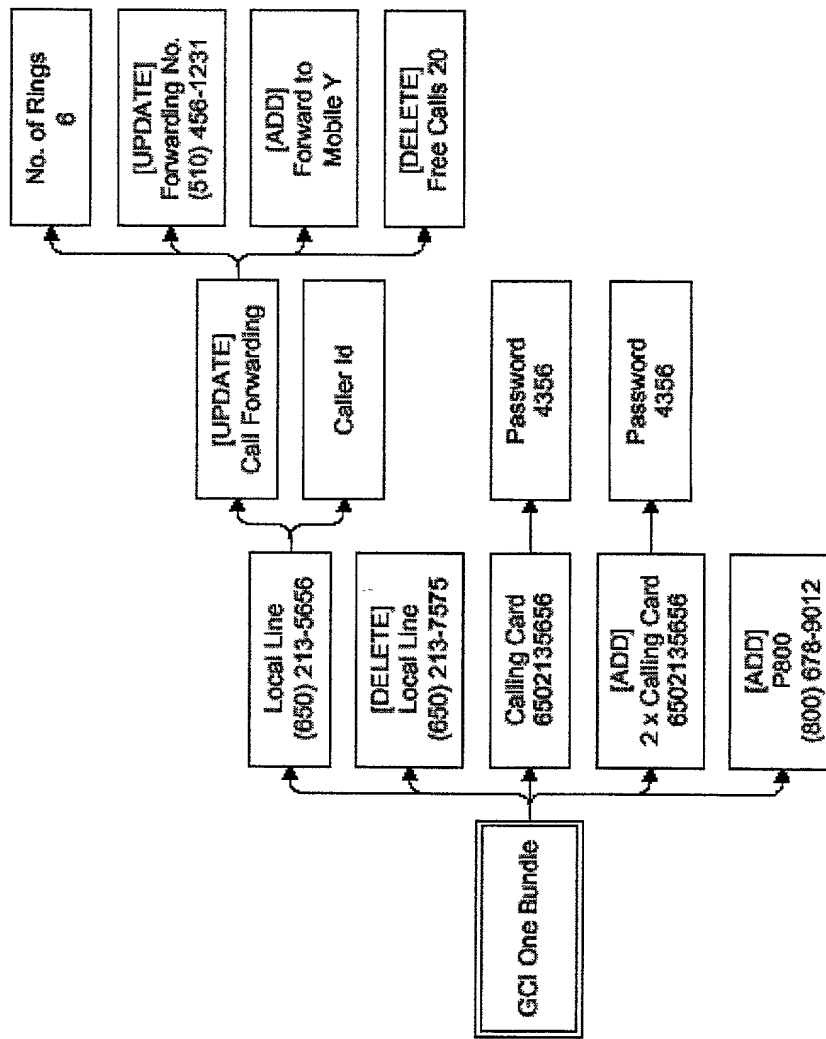


FIG. 11J-3

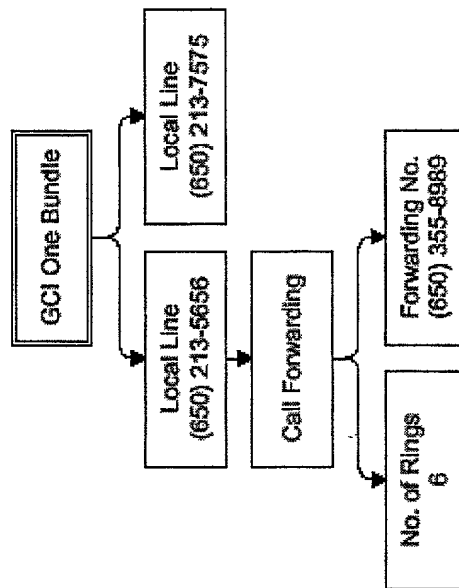


FIG. 11K-1

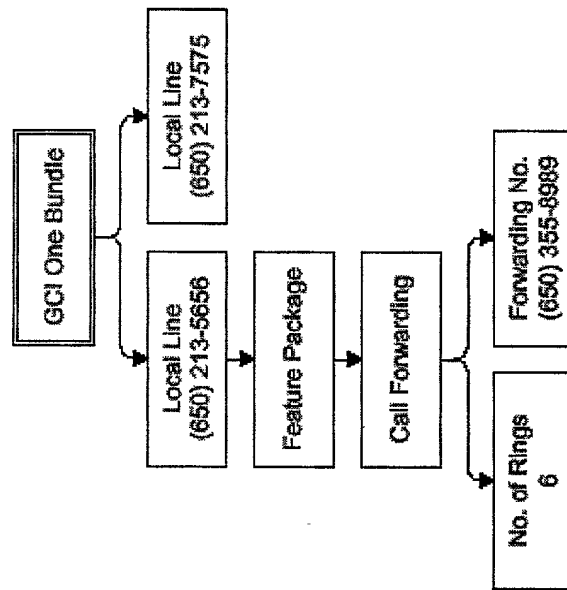


FIG. 11K-2

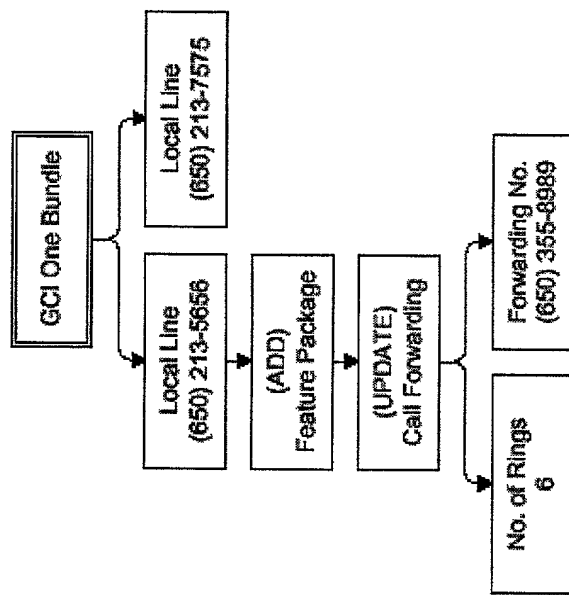


FIG. 11K-3

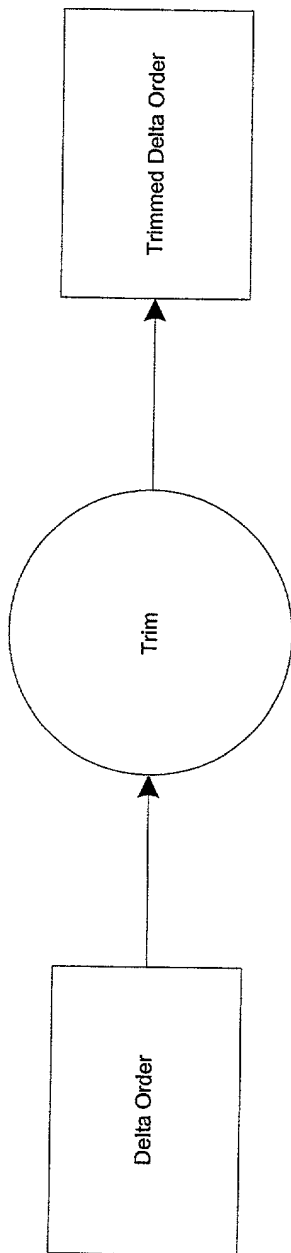


Fig. 11L

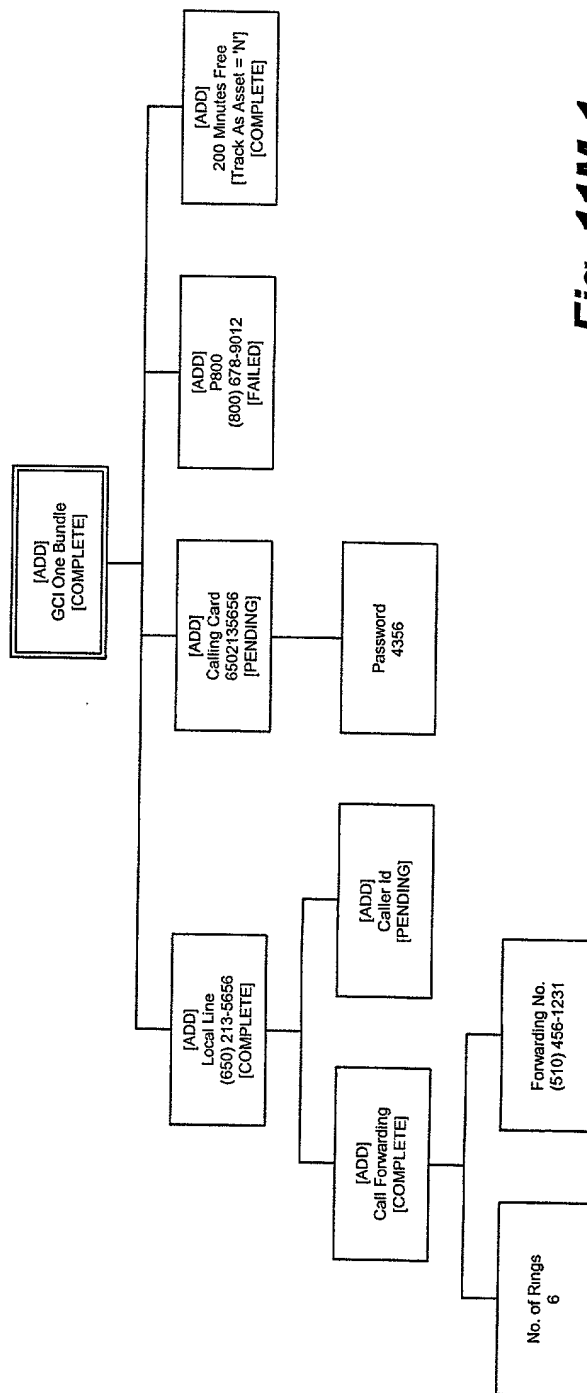


Fig. 11M-1

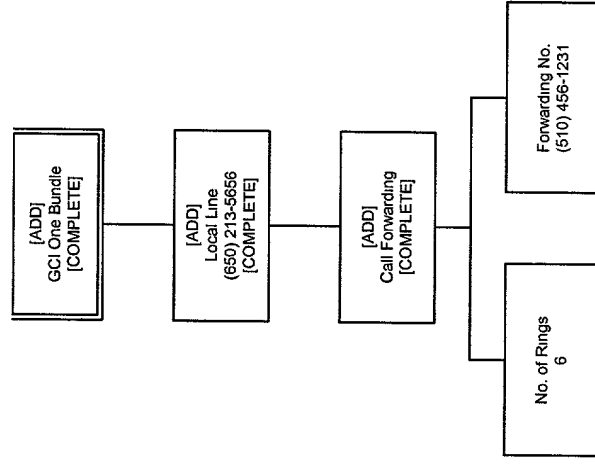


Fig. 11M-2

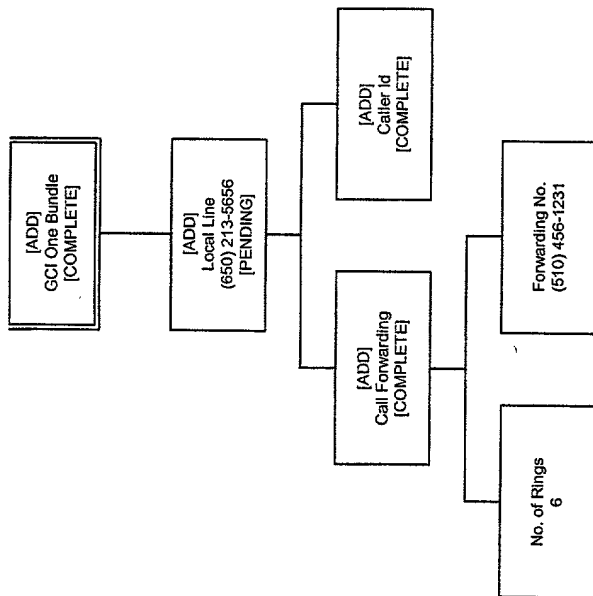


Fig. 11N-1

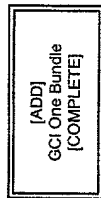


Fig. 11N-2

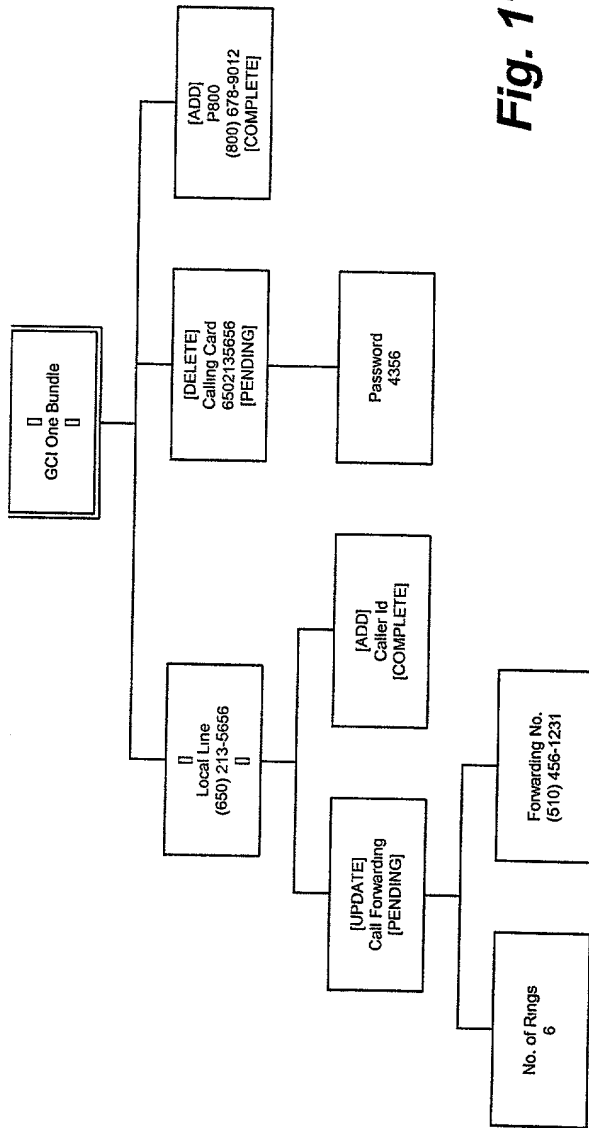


Fig. 110-1

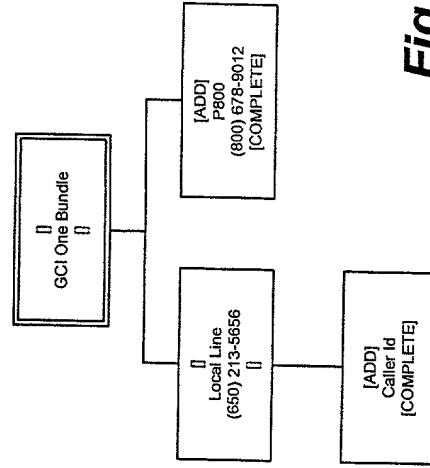


Fig. 110-2

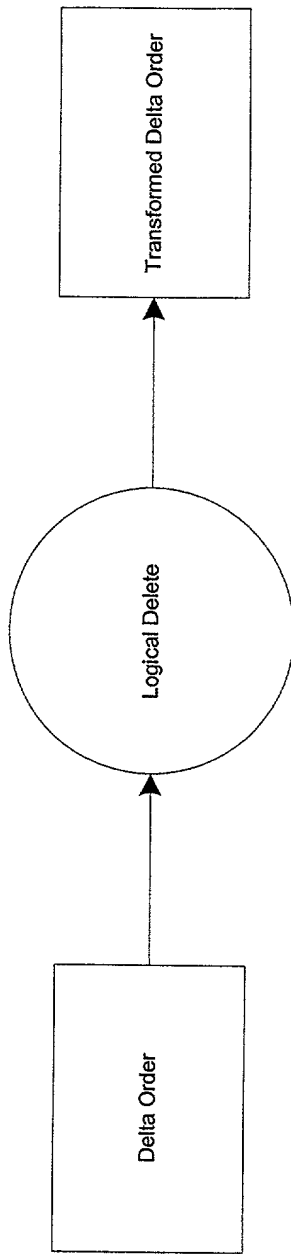


Fig. 11P

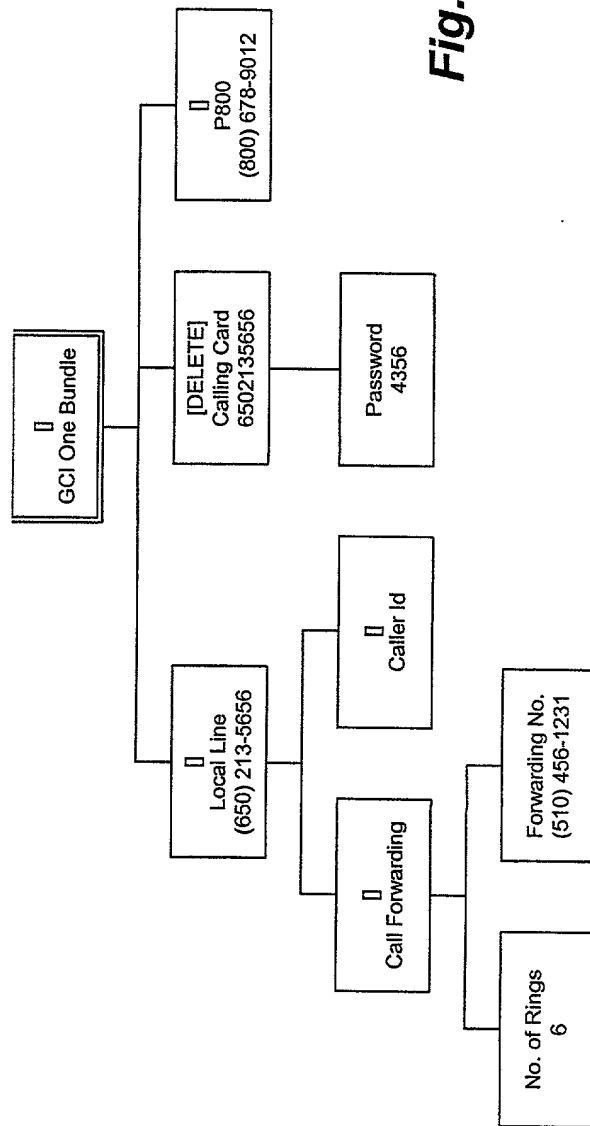


Fig. 11Q-1

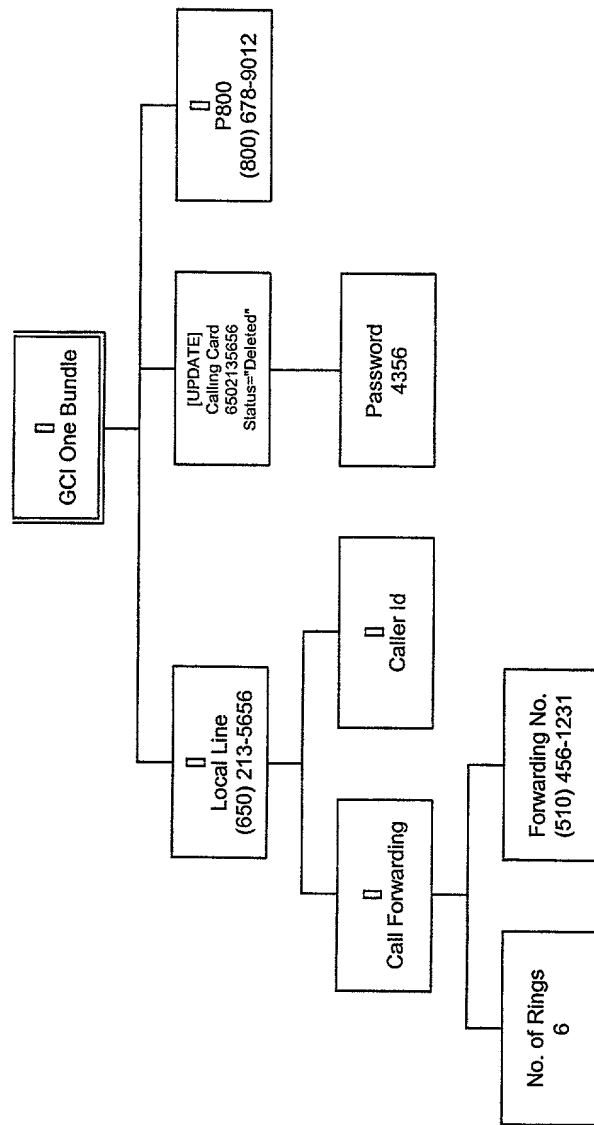


Fig. 11Q-2

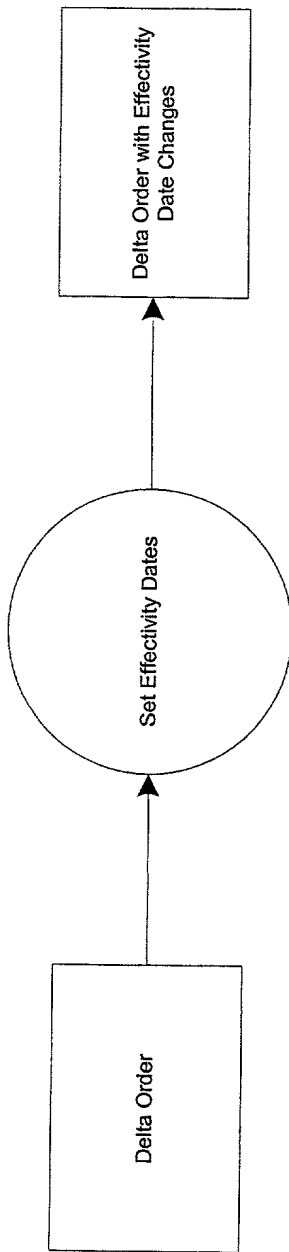


Fig. 11R

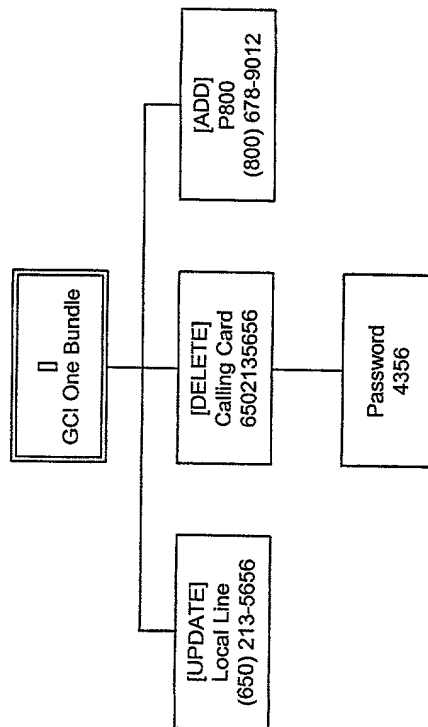


Fig. 11S-1

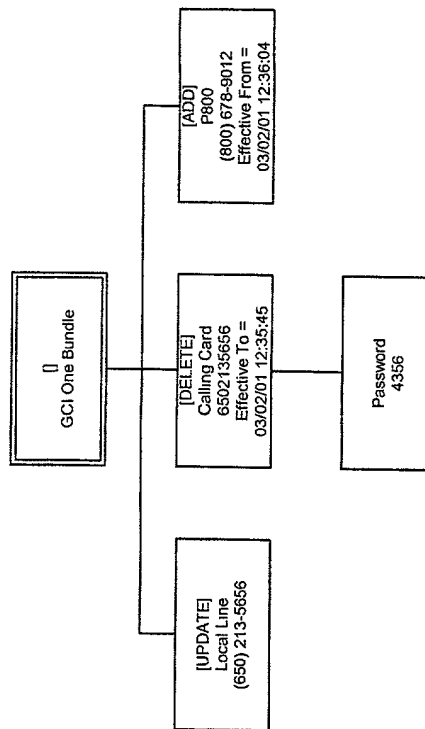


Fig. 11S-2

